

Bank
Returned Mail, Hold Mail, and
Change of Address Procedures

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In all of the following procedures, if you or another staff member does not know the individual making the request, current, valid picture ID must be verified before proceeding with the request. If there is any doubt, contact the Senior Operations Officer, the Senior Lender, or the CEO.

Returned Mail Procedures

If any Bank mail sent to a customer has been returned by the U.S. Post Office, the following steps should be taken immediately:

1. Verify that the envelope had the customer's address as it is on the bank's computer records.
2. If an incorrect address was used, the mail should be sent to the correct address in a new envelope.
3. If the address on the envelope was correct, the returned mail should be forwarded to the tellers in the main office for checking and savings accounts, (CD clerk) for IRAs and certificates of deposit, and loan operations for loan accounts. Returned mail will not be held in the branches.
 - i. When the returned mail is received by the appropriate department, the "Returned Mail Letter to Customer" should be typed and sent to the address given on the envelope by the Post Officer along with a "Change of Address Request" form and a postage paid self-addressed envelope.
 - ii. The returned mail should be held until the change of address form has been completed and returned by the customer. The customer's signature should be verified with the current signature card prior to completing the following steps.
 - iii. The customer's address should be changed using the "Change of Address Procedures" (see below).
 - iv. All documentation for the returned mail for deposit accounts (including the original envelope) should be kept in a centrally located file in the main office and maintained by customer name and affected account numbers. Documentation for loan accounts will be kept in the customer's loan file.
 - v. If the "Change of Address Request" form is not returned by the customer, the returned mail should be retained in the vault in the main office.

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- vi. If a customer should come into the bank to claim returned mail, the change of address form should be completed and signature verified **prior to** handing over the mail.
- vii. Returned mail may be forwarded to the branches for pickup by the customer **after** the "Change of Address Request" has been completed, signatures verified with bank records, **and** processed following the procedures above.

Returned mail will be logged and maintained in the vault in the main office for a period of 24 months if the customer has not submitted a change of address. After that period of time has elapsed, the mail will be shredded.

Under no circumstances are changes of address to be accepted in any manner except by mail or in person. In all cases, verification of the customer's signature is required prior to changing an address no matter how the change request is received by the bank.

Hold Mail Procedures

If a customer wishes to have future mailings held by the bank for later pick-up, a "Change of Address" form should be completed and sent to the tellers in the main office for checking or savings accounts, to (CD clerk) for certificates of deposit and IRAs, and to loan operations for loan accounts. This form must be received by the appropriate department prior to any mail being held. The mailing address will be changed to "Hold Mail" on the system by the department affected by the change request. Mail being held at the customer's request will be held in the main office and not the branches.

When the customer comes into the bank to pick up the mail being held, a "Hold Mail Release Form" must be signed by the customer and initialed and dated by the employee. The mail may only be picked up by the individual who requested the hold on the mail. Exceptions must be approved by the Senior Operations Officer, the Senior Lender, or CEO. If the customer no longer wants mail to be held, a new "Change of Address" form should be completed and processed as indicated above.

The customer's street address should be verified prior to changing the mailing address to "Hold Mail" to ensure that the correct street address is on file. The Bank Secrecy Act requires that the bank know the customer's street location as part of the Know Your Customer requirements.

Change of Address Procedures

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If a customer wishes to change an address, a "Change of Address Request" must be completed. If the customer calls to make the change, the form may be mailed to the current address on file and the address changed when the form is returned and the signature verified.

If a customer comes into the bank and requests an address change, the form must be completed and the signature verified if the individual is not known personally to the individual accepting the request.

If a customer requests a change of address by mail in a letter but not on the form, all information contained in the form must be entered onto the letter. A separate form does not have to be completed.

Under no circumstances are changes of address to be accepted by e-mail or telephone. In all cases, verification of the customer's signature is required prior to changing an address.

All changes of address will be processed and maintained by customer name in the vault in the main office.