



We recognize that switching bank accounts and services can require additional time and resources. Your banking team will work with you to ensure a successful and seamless transition to Heritage Bank.

**Set Up Online Banking**

Your relationship manager will assist with setting up your Heritage Direct account and any additional services needed to effectively manage your business.

This may include setting up:

- Bill pay
- ACH payments & wire transfers
- Fraud detection options
- Detailed reporting
- Multi-level user permissions
- Email & text message alerts

**Add Treasury Management Services**

Our financial management tools are designed to maximize cash flow, add efficiency to your operations and supply the reporting tools necessary to run a successful business. Please reach out to your relationship manager to discuss adding these services.

- Merchant services
- Remote deposit capture
- ACH & wires
- Credit cards
- Loans & lines of credit

Visit our [website](#) for a full list of our treasury management services.

**Download the Mobile Banking App<sup>1</sup>**

- Once Heritage Direct has been set up, you can then download the mobile banking app. Find it by searching for “Heritage Direct” or “HB Direct” in your app store.
- Deposit checks directly from your mobile device. Select Remote Deposit Capture from the menu and accept the deposit services agreement (first use only). Take photos of both sides of the check, enter check info and hit Submit.



**Activate Your New Visa® Debit Card<sup>2</sup>**

If you requested a debit card, it has been automatically ordered and will arrive in 7-10 business days. Your PIN will be mailed separately. Contact us to order cards for additional signers or employees.

**Switch Automatic & Recurring Transactions**

All automatic and/or recurring transactions will need to be switched to your new account. This may include deposits into your account from vendors, merchants or banks or payments from your account to utilities, loans, subscription services and other vendors.

Here are the details you’ll need:

- Routing number: 325170835
- Account number: Located in Heritage Direct and in the app under Reporting > Balance and Transaction Reporting

**Update Payroll, Merchant Vendors & Business Partners**

Provide your new account information to:

- Payroll company
- Merchant payment services
- Miscellaneous business partners (bookkeeper, accountant, attorney, etc.)

**Close Previous Business Account**

Once you’re certain all outstanding items have cleared and automatic transactions have been switched to your new account, you should close your previous account and transfer the balance into your new account. Destroy any remaining unused checks, deposit slips and debit cards connected to your old account. This will decrease the chance of fraud and accidental use.

**Important Contact Information**

In addition to the self-service features available to you, you’re always welcome to [contact us](#) or [visit a local branch](#) for help.

**Customer Service Center**

800-455-6126  
[support@heritagebanknw.com](mailto:support@heritagebanknw.com)

**Mailing Address**

Heritage Bank  
PO Box 1578  
Olympia, WA 98507

**Digital Banking – Commercial**

Remote deposit capture, ACH, wires, positive pay  
844-510-4659  
[digitalbankingcommercial@heritagebanknw.com](mailto:digitalbankingcommercial@heritagebanknw.com)  
Mon-Thu 8:00 am-5:00 pm  
Fri 8:00 am-5:30 pm

**Debit Cards**

24/7 lost or stolen card and fraudulent transaction processing  
800-455-6126  
After hours:  
Select #2 for lost or stolen cards  
Select #6 for fraud

**Credit Card Service Center**

Available 24/7  
General inquiries: 800-423-7503  
Lost or stolen cards: 800-325-3678  
International (please call collect):  
General inquiries: 727-570-4849  
Lost or stolen cards: 727-570-4881  
[mycardstatement.com](http://mycardstatement.com)

**Check Orders**

Order by phone or online  
800-455-6126  
[ordermychecks.com](http://ordermychecks.com)

<sup>1</sup> Message and data rates from your wireless carrier may apply. You’ll need your phone to complete the enrollment process.

<sup>2</sup> Checking account required.





Use this worksheet to compile the information you'll need to switch automatic transactions and move your business banking relationship to Heritage Bank. Complete within 30 days to minimize interruptions.

Routing Number: 325170835

Account Number(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Recurring payments TO your account (credits)**

| Company/Payor | Account Number | Next Deposit Date | Amount | Date Notified |
|---------------|----------------|-------------------|--------|---------------|
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |

**Recurring payments FROM your account (debits)**

| Company/Payor | Account Number | Next Payment Date | Amount | Date Notified |
|---------------|----------------|-------------------|--------|---------------|
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |
|               |                |                   |        |               |



**Payroll company, merchant payment services and/or miscellaneous business partners (bookkeeper, accountant, attorney, etc.) to update**

| Provider/Vendor | Date Notified | Status |
|-----------------|---------------|--------|
|                 |               |        |
|                 |               |        |
|                 |               |        |
|                 |               |        |

**Outstanding checks from old account**

| Check Payable to | Check Number | Amount | Date Cleared |
|------------------|--------------|--------|--------------|
|                  |              |        |              |
|                  |              |        |              |
|                  |              |        |              |
|                  |              |        |              |
|                  |              |        |              |
|                  |              |        |              |
|                  |              |        |              |

**Old accounts to close**

*Important: Before you close your old accounts, allow time for outstanding checks, debits and automatic payments through online banking or your debit card to clear.*

| Bank Name | Account Type | Account Number | Date Closed |
|-----------|--------------|----------------|-------------|
|           |              |                |             |
|           |              |                |             |
|           |              |                |             |
|           |              |                |             |