

## CONTACT INFORMATION UPDATE

*Please complete one form per individual or entity to update contact information.*

Name: \_\_\_\_\_ Effective Date: \_\_\_\_\_

**I would like to change my contact information for (check all that apply):**

Personal Account

Business/Organization account \_\_\_\_\_ (enter full business name - you must be an authorized signer)

Special account (e.g., custodial, trust, rep payee, etc.) \_\_\_\_\_ (enter full account name)

**Address to be removed:**

Street (Include your apartment, suite, lot number, or P.O. Box, if applicable.) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip+4 \_\_\_\_\_

**New Mailing Address:**

Street (Include your apartment, suite, or lot number, or P.O. Box, if applicable.) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip+4 \_\_\_\_\_

**Please provide your physical (residence) address if the above is a PO Box or is different from your mailing address:**

Street (Include your apartment, suite, or lot number, if applicable.) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip+4 \_\_\_\_\_

Phone Number: Home \_\_\_\_\_ Work \_\_\_\_\_

Cell \_\_\_\_\_

Email Address: \_\_\_\_\_

**Is this a temporary address change?** ☐ Yes ☐ No

*If yes, please indicate dates below.*

Beginning Date: \_\_\_\_\_ Ending Date: \_\_\_\_\_  
*Month/Date/Year Month/Date/Year*

**Member Signature:** \_\_\_\_\_

*\*Please note that a joint account holder cannot update the address on behalf of the primary account holder, unless the primary account holder is a minor. Both the primary and joint account holders must complete change of address forms to update the addresses on their person records.*

**To mail this form along with a copy of your photo ID\* send to:**

Reliant Community Federal Credit Union  
PO Box 40  
Sodus, NY 14551

*\*To verify your identity and to ensure that you are the person submitting this address change request, please provide a copy of your driver's license or other government issued photo identification. If you are unable to provide photo ID, we may be able to use your signature card on file to validate the above signature.*

**RELIANT STAFF USE ONLY:**

Identification scanned and current

If the Person Panel has a Bad Address flag, run the Bad Address script to reinstate the old address and outgoing mail service.

Click on the address in the Person Panel and update it to the new address.

If the phone number(s) were updated, contact the Member Services Help Desk or a Manager to update the phone number for Online Banking

If this is a Special Account (i.e. ACF, ITF, Rep Payee, Business, etc.), click on the Person Record for the account and change the address here as well.

Check Mail Person Address Link. If someone is listed, confirm that person should remain the same.

Check Loans PQ for applications that are not Booked. Changing the address on KeyStone will not automatically change the address on a loan application. Consult a Loan Officer before changing the address on a loan application that isn't booked.

Check to see if the member uses Bill Pay. If yes, email the Member Service Center Manager and Assistant Manager.

Check to see if the member has an IRA or HSA with us. If yes, change the address on Ascensus using the Change Notice form, then submit the IRA/HSA Changes Opportunity.

Submit (Submit & Store) the form. No Opportunity Needed.

Place the Red Flag Address Change to the Person Panel. If Proof of Address was needed and obtained, note what was verified in the Explanation box.