

## CONTACT INFORMATION UPDATE

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

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

**Old Address:**

\_\_\_\_\_  
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 contact information update forms to update the addresses on their person records.*

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

*\*To verify your identity and to ensure that you are the person submitting this contact information change update, 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 Community Federal Credit Union  
PO Box 40  
Sodus, NY 14551

**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 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.