

Switch your business accounts to Wells Fargo

Frequently asked questions

Where can I learn more about opening a new account with Wells Fargo?

- Business Checking: wellsfargo.com/biz/checking
- Business Savings: wellsfargo.com/biz/savings
- Business Debit Card: wellsfargo.com/biz/debit-card
- Business Credit Card¹: wellsfargo.com/biz/business-credit/credit-cards
- Business Loans and Lines of Credit¹: wellsfargo.com/biz/business-credit/lines-of-credit
- Merchant Services: wellsfargo.com/biz/merchant or call **1-866-380-9828**

Who can I talk to about switching?

A banker can help you understand the simple steps to switch your business accounts to Wells Fargo. Contact a banker by visiting your local Wells Fargo branch (find your local branch at wellsfargo.com/locator) or call **1-800-225-5935**, 24 hours a day, 7 days a week.

Are there fees for switching accounts?

When you close your old account, your previous bank may charge you a fee. Check with your previous bank to determine if any fees apply.

Can I save on fees by switching other accounts over to Wells Fargo?

When you open a Wells Fargo business checking account, you may qualify for benefits including fee waivers and rate discounts. Talk to a local banker to learn ways to avoid the monthly service fee on your business checking account and other fees that may apply or call **1-800-35-WELLS** (1-800-359-3557), Monday through Friday, from 8:00 a.m. to 8:00 p.m. Central Time.

Do I need to give my Switch Organizer to anyone?

No. The Switch Organizer found on wellsfargo.com/biz/switch is for your own reference to help you track and organize who needs to be notified of your new Wells Fargo account and business debit card. You should use the business debit card number and expiration date of the permanent card you will receive by mail to set up a payment.

Note: Please do not use the expiration date for the business instant issue debit card you may receive at account opening as this card expires within 30 days or as soon as you activate your permanent card, whichever occurs first.

What should I do with the printed letters?

Keep copies for yourself. Send the *Scheduled Payment Transfer letter* found on wellsfargo.com/biz/switch to your providers so they can begin debiting and crediting your new Wells Fargo account. Send the *Business Account Closing letter*, also found on wellsfargo.com/biz/switch, to your previous bank so they can close your old account. You do not need to send a copy of the letters to Wells Fargo.

Can I switch or cancel a payment online or by phone?

Depending on the payee, you may be able to switch or cancel a currently scheduled payment online or by phone. If your payment is made using your business debit card, you can contact your merchant or supplier directly to make the change using the merchant's online site or by phone. You should provide your new card number and expiration date of the permanent card you receive by mail. If you manage your account online, you should be able to log in to your account and make any necessary changes. You should call your payee if you have any questions about this process.

Where do I find my bank routing number and account number?

Your nine-digit bank routing number is in the lower left corner of your checks. Your account number is to the right of the routing number.

Why should I enclose a voided Wells Fargo check when asking providers to switch to my new Wells Fargo account?

Enclosing a voided check can help expedite the switching process for your providers. They can use a voided check to verify information such as your new Wells Fargo account number and routing number. You can void a check by writing "VOID" in large print on the front of the check. You should not sign a voided check.

How can I verify that my scheduled payment has been switched?

You can verify that your scheduled payment or series of payments have been switched in the following ways:

- Use Wells Fargo Mobile® to check your account activity from your smartphone and verify that a payment has been debited from your new Wells Fargo account. To learn more about Wells Fargo Mobile, visit wellsfargo.com/biz/mobile.²
- Use Wells Fargo Business Online® to check your account activity online and verify that a payment has been debited from your new Wells Fargo account. To get started with Wells Fargo Business Online, visit wellsfargo.com/biz/online-banking.
- Check your Wells Fargo account statement or the statement you receive from your provider to verify that a payment has been debited from your new Wells Fargo account.

When should I close my old account?

You should close your old account after you have completed the following six steps:

1. Open your new Wells Fargo account.
2. Stop using your old account and allow for all outstanding checks, debit card purchases, and scheduled payments to clear.
3. Transfer all of your currently scheduled payments to your new Wells Fargo Business Debit Card or deposit account.

4. Notify your payroll services provider to begin funding payroll from your new Wells Fargo account.
5. Notify your merchant services provider/payment processor to begin depositing customer payments to your new Wells Fargo account.
6. Make 100% sure there are no outstanding checks, debit card purchases, or scheduled payments pending before closing your old account.

Use our Switch Organizer found on wellsfargo.com/biz/switch to track your progress.

How long will it take for my previous bank to close my old account?

The length of time to close your old account will vary from bank to bank. It will also depend on how quickly it takes for your checks to clear. Contact your previous bank to verify how long the closing process will take and to make sure you have provided all the information they need to close your old account.

When will I receive my new business debit card?

You will receive your business debit card in 5 – 7 calendar days. Please activate it upon receipt.

Note: If you choose to customize your card using Card Design Studio®, your customized debit card³ will arrive in 8 – 10 calendar days. This time period provides you 3 calendar days (including the day of account open) to customize the look of the permanent debit card³ that will be mailed to you. For more information about the Card Design Studio service, visit wellsfargo.com/biz/debit-card/design.

What if I do not receive my business debit card in 5 – 7 calendar days?

Talk to a Wells Fargo banker or call **1-800-225-5935**, 24 hours a day, 7 days a week.

Who should I contact if I have questions about my new checks?

You can contact our business check vendor, Harland Clarke, at **1-800-237-8982**.

1. All credit decisions are subject to credit approval.

2. Availability may be affected by your mobile carrier's coverage area. Your mobile carrier's message and data rates may apply.

3. Wells Fargo reserves the right to accept or reject any artwork, images, or logos. For example, any third-party trademarks; copyrighted materials; or name, image, and likeness of any public figures will not be approved.