

Moving your checking account

Moving your checking account? This 10-step checklist will help smooth your move and avoid accidental bounced checks or other disruptions.

Considering changing checking accounts?

Shop around.

Compare account services online or by visiting local branches. Also find out if you will need to make a minimum deposit and how much that would be.

Compare fees.

Ask for a list of your current account's fees. Then compare them to what you'd pay at other banks or credit unions you're considering. Also inquire about ways to avoid fees, such as by maintaining a minimum balance or setting up direct deposit.

Consider convenience.

How many ATM locations and branches are available? When are they open? Are they close to where you live, work, and shop? Does the bank or credit union have a good customer service reputation?

Open the new account.

Ask the bank or credit union what identification it accepts or requires to open the account.



Steps to take in changing your checking account

List your automatic payments and deposits.

Be sure to include all the automatic deposits and withdrawals that go in and out of your old account each month.

Change direct deposit.

If you have direct deposit, fill out the paperwork from your employer or other payment source to reroute your deposits to your new account.

Find out the date your direct deposits will transfer.

Once you know the date of the first direct deposit, make arrangements for your automatic debits and withdrawals to be made from your new account starting after that date. Then cancel the automatic debit from your old account so that your bill is not accidentally paid twice.

Leave some money in your old account.

Leave enough to cover any checks that haven't cleared or automatic payments that haven't taken place - and to avoid dipping below your minimum balance requirement.

Transfer your remaining funds.

Once all direct deposits and automatic payments are coming in and out of your new account, electronically transfer the remaining funds from your old checking account or use a cashier's check.

Close the old account.

And ask for written confirmation.

Submit a complaint

Did you have a problem with a checking account? Here are some ways you can submit a complaint to us.



Website

consumerfinance.gov/complaint



Submit a complaint by phone

(855) 411-CFPB (2372)

(855) 411-CFPB (2372)



Submit a complaint by fax

(855) 411-CFPB (2372)



General inquiries

Consumer Financial Protection Bureau

P.O. Box 4503

Iowa City, Iowa 52244

