

# FREQUENTLY ASKED QUESTIONS



## Will my deposit account numbers change?

Unless you were notified previously, your account number will not change.

## Will the bank routing number change?

Yes. Effective October 12, 2021, the bank routing and transit number will change to that of Pacific Western Bank, 122238200.

## Can I continue using my current check supply?

Any checks bearing the MUFG Union Bank N.A. logo, routing and transit number should be safely destroyed after October 12, 2021. Beginning October 12, 2021, checks must bear the Pacific Western Bank routing number for processing. [If you are currently printing your checks, a specification document noting an updated MICR line for reference can be found here.](#) If you would like to place an order for printed checks, deposit slips, or endorsement stamps, please contact Deluxe Check Printers at 800.252.3414, and provide the following information:

- Bank Name – Pacific Western Bank
- Bank Routing Number – 122238200
- Your Account Number
- Branch Number 1500

## What will happen to checks that I wrote that have the MUFG Union Bank N.A. logo, routing and transit number?

Checks with the MUFG Union Bank N.A. logo, routing and transit number will clear your Pacific Western Bank account through January 12, 2022. There may be a day delay in posting of these checks to your account(s). Checks received after January 12, 2022, will be returned as “account closed.”

## Will there be any changes to my lockbox services?

No, there will be no changes to your existing lockbox services. Coupons, mailing addresses, management company and association codes will remain unchanged. Payment files will be provided exactly as they are today.

## Can I continue to make deposits at MUFG Union Bank N.A. offices?

No, effective October 12, 2021, deposits must be made at a Pacific Western Bank branch. A listing of current Pacific Western Bank branches is available at [www.pacwest.com](http://www.pacwest.com).

## Can I continue to mail in deposits?

Yes, you may continue to mail in deposits. Effective October 12, 2021, deposits can be mailed to Pacific Western Bank, Attn: Operations Services, 2701 Loker Avenue, Suite 240, Carlsbad, CA 92010.

## How will incoming wires be handled on or after October 12, 2021?

Incoming wires sent to MUFG Union Bank N.A. will be returned to the sender. Please notify any vendor or individual who frequently sends wires to you that wires should be sent to Pacific Western Bank using bank routing and transit number 122238200.

## Who should I contact if I need to make an outgoing wire after October 12, 2021?

Wire services are available online through the Pacific Western Bank online banking platform at [www.pacwest.com](http://www.pacwest.com). Existing wire documentation and templates will be transitioned to Pacific Western Bank. Telephone, email, or fax wire requests require additional documentation and authentication and should be used on an exception basis only. If you do not have online access to process wires or if you have questions, please contact Client Services at 888.928.3936.

## Should I notify vendors or individuals that credit or debit my account via ACH that my bank has changed?

A Notification of Change (NOC) will be sent advising vendors or individuals as ACH items are received. Many industry service providers (software companies, payment processors, invoice presentment vendors) have been notified regarding the required routing and transit number changes and are working to make the changes systemically. However, we encourage you to notify vendors or individuals in advance that effective October 12, 2021, the bank routing and transit number will change to that of Pacific Western Bank, 122238200.

## Are my accounts still FDIC insured?

Yes. The money you have on deposit will continue to be insured by the FDIC. FDIC deposit insurance is \$250,000 per depositor for each account ownership category. If you have accounts with both Pacific Western Bank and MUFG Union Bank N.A., the FDIC insurance on your deposits at each bank will continue for six months from the date of legal close of the merger, October 8, 2021. For further details, please refer to the FDIC website at [www.fdic.gov](http://www.fdic.gov) and click on the Resources > Deposit Insurance link.

## Will my account statement cycle date change?

Most account statement cycle dates will not change. Effective October 12, 2021, account statements that cycle on the 3rd, 4th, 6th, 10th, 11th, 13th, or 14th will cycle on the 15th of every month. Account statements that cycle on the 16th, 17th, 18th, 19th, or 20th will cycle on the 25th of every month.

Also, when your accounts are converted, you will receive a special interim statement for each account, noting the balance in the account as of the close of business on Friday, October 8, 2021.

## Will interest be paid on October 8, 2021?

Yes, interest will be paid at the current rate for checking, money market and savings accounts through October 11, 2021, and will appear on the interim statement from MUFG Union Bank.

## Will the interest rates on my interest-bearing accounts remain the same?

Yes, interest rates on interest-bearing accounts will remain the same. If you would like a current interest rate sheet, please contact Client Services at 888.928.3936 or your relationship manager.

## How will I access the HOA portal on and after October 12, 2021?

You can access the HOA Services Platform through the Pacific Western Bank online banking platform at [www.pacwest.com](http://www.pacwest.com). This is similar to MUFG Exchange (formerly Financial Center). Users will receive a separate email correspondence containing detailed information for the initial login to the Pacific Western Bank online banking platform the week of September 20th from [pwbreply@pacwest.com](mailto:pwbreply@pacwest.com). This correspondence will also include details regarding available training classes. In the interim, please ensure that users have their correct email addresses and telephone numbers, both work and mobile, listed within MUFG Exchange. Note that the Pacific Western Bank online banking platform requires both a Company ID and a User ID and password for access.

## In addition to the HOA platform, I access other functions such as wire transfers and stop payments. Will those functions carry over to Pacific Western Bank's online banking platform?

Yes, if you currently access functions such as wires, stop payments, or Positive Pay, those functions will carry over to the Pacific Western Bank online banking account. However, the Company Administrator will need to enable individual users for these functions. Recipients must be saved in a template for Recipient information to migrate over.

## What if I make deposits through Remote Capture Service within the HOA portal? Can I continue to use my scanner?

Yes, you can continue to make deposits through your scanner.

## Who do I call if I have questions about Online Banking?

If you have questions or need assistance on or after October 12, 2021, please contact Treasury Management Services at 800.350.3557 Monday through Thursday between the hours of 8:00 a.m. and 5:00 p.m. PT and Fridays until 6:00 p.m. PT.