

# Quick start guide

Welcome to your new Union Bank® account.

Take a moment to activate the many features and benefits of your new account.

Visit [unionbank.com/getstarted](https://unionbank.com/getstarted) for more helpful tips.

## Scan here to\*



Download the Mobile Banking app<sup>1</sup> and enroll in Online Banking<sup>2</sup>

With the Union Bank Mobile Banking app, you can perform tasks on the go:

- Deposit checks
- Pay bills
- Transfer money between Union Bank accounts
- Set up customized alerts
- Temporarily deactivate and replace your ATM/debit card

To enroll in Online Banking, have this info ready:

- Last 8 digits of debit/ATM card
- Account number

**Quick tip:** Deposit checks from anywhere using your mobile device. Select “Check Deposit” from the menu, choose the account in which to place your funds, point, click, and deposit.

## Enroll in online statements

Save time, reduce clutter, and keep your financial information secure by going paperless.

- Log on to Online Banking and click “Statements”
- From the Delivery Method drop-down menu, select “Online Statement Only”
- Click “Confirm”

**Quick tip:** Online Statements and check images are available for 7 years.

## Set up a direct deposit

Setting up direct deposit will provide instant access to money routinely deposited into your account, such as payroll or retirement benefits.

**Quick tip:** Union Bank routing number: 122000496

## Activate your debit card

Your contactless debit card should arrive within 10 calendar days after making an initial deposit.<sup>3</sup> Once received, please call **800-453-1573** to activate. From outside the U.S., call **323-720-5858**.

**Quick tip:** After you activate your debit card, remember to add it to your phone’s wallet for use with Apple Pay®, Google Pay™, or Samsung Pay®<sup>4</sup>.

\* Simply point your phone camera on the QR code to go to the enrollment pages.

# Helpful information

## Contact us

We are committed to providing you with an exceptional banking experience. If you have a question or concern regarding your new Union Bank account, please contact us.

**800-238-4486**

Monday – Friday, 7:00 a.m. – 9:00 p.m. PT

Saturday, 8:00 a.m. – 5:00 p.m. PT

Sunday—closed

(Excluding federal holidays)

Automated service is available 24 hours a day, seven days a week.

## Send Money with Zelle

**Zelle**® Now available in the Union Bank Mobile Banking app.

## Wire transfers

Transfer money quickly from your Union Bank account to any bank account in the United States or abroad, easily and securely.<sup>5</sup>

### Domestic wires within the United States

How: Online Banking or visit a branch (during regular business hours)

Routing # and Federal Wire #: 122000496

### International wires

How: Visit a branch

SWIFT Code: BOFCUS33MPK

## Debit card features



### Contactless payments

You can make purchases quickly and securely with your new contactless debit card. Just tap anywhere you see this symbol.

### Mobile wallet<sup>4</sup>

After you activate your debit card, remember to add it to your phone's wallet for use with Apple Pay®, Google Pay™, or Samsung Pay®<sup>4</sup>.



## Banking locations

As a Union Bank client, you have **convenient access to all our branch locations and ATMs** across California, Washington, and Oregon.

Visit any branch or schedule an appointment to open an account. To find your nearest locations, check out [unionbank.com/branchlocator](https://unionbank.com/branchlocator) for a complete list of branch locations and hours.

## What we reviewed today

- Welcome letter
- Account agreement & amendments
- Fee schedule
- Privacy notices
- Simply Stated Product Guide
- Online and Mobile Banking brochure
- Overdraft Choices brochure (including: *What You Need to Know About Overdrafts*)

## Other banking solutions

- Credit card
- Loans
- Home lending
- Check orders
- Online and Mobile Banking
- Other

## Notes

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<sup>1</sup> Mobile Banking is offered to Union Bank Online Banking customers. However, you must have a web-enabled cell or smartphone to use Mobile Banking. You may incur and are responsible for any charges assessed by your mobile service provider. Please consult your service provider for details.

<sup>2</sup> Refer to the *Online Banking Service Agreement* for more information.

<sup>3</sup> An ATM or contactless debit card will not be mailed to you (1) if you declined during account opening to have a card issued, or (2) until your initial account opening deposit has been received and funds from that deposit are available for withdrawal.

<sup>4</sup> Apple, the Apple logo, Apple Pay, Apple Watch, Touch ID, iPhone and iPad are trademarks of Apple Inc. registered in the U.S. and other countries. Google Pay is a trademark of Google LLC. Samsung Pay is a registered trademark of Samsung Electronics Co., Ltd.

<sup>5</sup> Limits and transfer fees may apply. Refer to the *Online Banking Service Agreement*, *Personal Accounts & Services Disclosure and Agreement*, and applicable *Personal Accounts Fee Schedule*.

