



Account Closure Authorization

Please close my account number _____ and transfer the funds to my On Tap Credit Union™ account number _____.

Please close my account number _____ and disburse the funds to:

I understand and agree that I am responsible for paying any debit card charges, checks or ACH items that are presented and were authorized prior to closing this account, and that I will be contacted by the credit union's collections department if this occurs.

Closed Account Survey

We are sorry that you closed your account, but we thank you for your business. On Tap Credit Union™ understands that sometimes people have to leave for circumstances beyond our control. However, we also realize that sometimes mistakes happen no matter how hard we strive to serve members. In which case we want to do everything we can to prevent it from happening again.

We would appreciate it if you would take a moment to tell us about your experience with On Tap Credit Union™, and if there was anything we could have done better to keep your account. It will help us improve our service.

Did you consider On Tap Credit Union™ your primary financial institution? _____

What is the primary reason you are closing your account today?

What branch did you use most often? _____

What could we have done to keep your business?

Would you like a member of our leadership team to reach out to you regarding any concerns you have? _____

Member Signature: _____ Date: _____

Employee Signature: _____ Date: _____