

How do I update the bank account on file for my account?

In the event you need to change the bank account where you receive your deposits, open a Case with Support to submit your new bank information:

How to Open a Case:

- Click on “Support” located in the left-side menu
- Open a new case with Support to request an update to your bank account information:
 - Department: Other
 - Subject of Question/Comment: Bank Change
 - Description of Question/Comment: Please update our bank account using the attached voided check/bank letter.
 - Click on [Open Support Case] to create your Case.

Once you have clicked [Open Support Case] you must attach one of these required supporting documents:

- Pre-printed voided check with your organization’s name and address
- Bank Letter: a letter provided by your bank with your organization’s name, routing and account number. (In the event you do not have a voided check to provide you can request a Bank Letter from your bank)

We are unable to make changes to your bank account without one of the valid supporting document listed above.