Umpqua Bank IDA/MISA Process

New Account Requests

Sharepoint – this is the suggested method.

- Provider submits New Account Request via secured Sharepoint site provided by Umpqua Bank and attaches Authorization Letter.
- Digital Branch Banker is assigned to the request and will complete the following:
  - Follow direction selected by Provider to collect CIP info for the Saver. Options are:
    - Phone – will make an outbound call to the Saver to collect their personal info.
    - Provider – Provider collected the Saver's CIP information via Participant Information Form and attached to the Sharepoint request.
  - Update status.
  - Add name to request.
  - Update Digital Branch Notes section.
  - Once all required info is obtained – Banker collects the Saver's signature via DocuSign or in-branch as desired, then uploads the IDA/MISA account to the system.
  - Add account number to Sharepoint request.
  - Update status and notes accordingly.
  - Send email confirmation to Saver.

In-branch – no Sharepoint request will be submitted by the Provider if the Saver requests to open their IDA/MISA account in person.

- Saver walks into local Umpqua Bank Branch with signed Authorization Letter.
- In-branch Banker collects a copy of the Authorization Letter, prepares and collects the Saver's wet signature on a W9, and records the Saver's CIP info.
- Information and docs are sent to the Digital Branch for account opening.
- The Saver has two options for making their opening deposit:
  - Leave deposit with the branch while the new account is in the process of being opened. In this case the branch will deposit into a suspense GL and provide the Saver with a miscellaneous receipt. Deposit will be moved out of the suspense GL and into the new account once confirmation is received from the Digital Branch. Disclosures are mailed to the Saver, and they also receive a new account confirmation email from the Digital Branch.
  - Wait in the branch until confirmation is received that the new account has been opened. In this case the deposit will go directly into the new account, and the Saver will receive a standard deposit receipt. The branch will provide the Saver with their new account disclosures and their new account number before they walk out the door.
  - If the applicable Organizations program does not require the Saver to make an opening deposit, this needs to be listed on the Authorization Letter, and on file with the Digital Branch team.
- With this option, nothing is recorded in the Provider's Sharepoint, such as notes, account number, and status update.