Attachment H: IDA New Account Request SharePoint

UMPQ-PRIVATE

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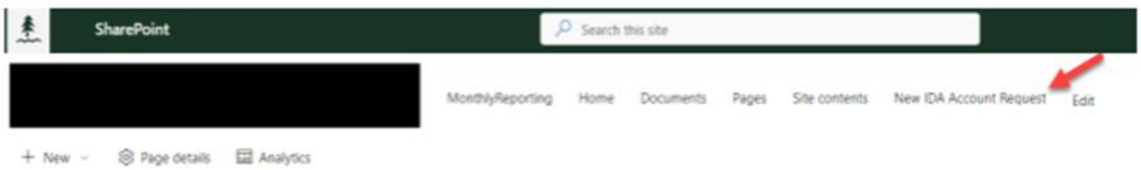
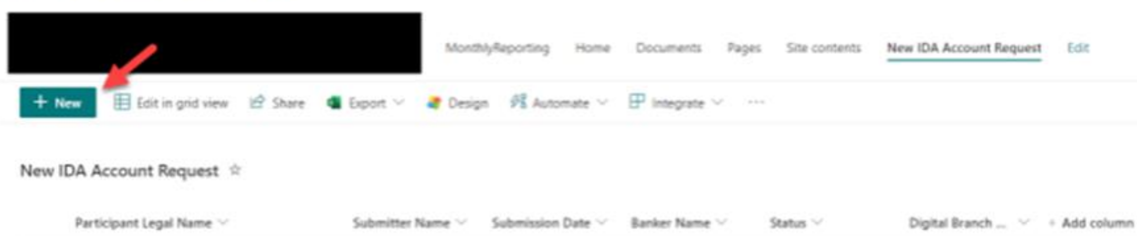
Individual Development (IDA) New Account Request via SharePoint

Navigate to your Provider Umpqua SharePoint page.

Select the "New IDA Account Request" at the top of the page.



Select "New" to add a new request.



Complete the applicable fields for the New Account Request.

- Saver Legal Name: Enter Saver's name.
- Submission Date: Enter the date you are submitting the request.
- Submitter Name: Enter your own name.
- How is Umpqua receiving the saver's personal info for the account: Select the applicable option.
    - Phone – select this option if the Banker needs to call the Saver to collect their personal info.
    - Provider – select this option if you will be attaching the completed IDA Saver Information Form to this request.
    - **NOTE** – do not submit a Sharepoint request if the Saver will be going into their local Branch to open the account. The Saver MUST bring their Authorization Letter with them to the branch. For this option, nothing will be recorded in Sharepoint, such as status updates, comments/notes, account number, etc.
- Saver Phone Number: Required if Banker needs to reach out to the Saver.

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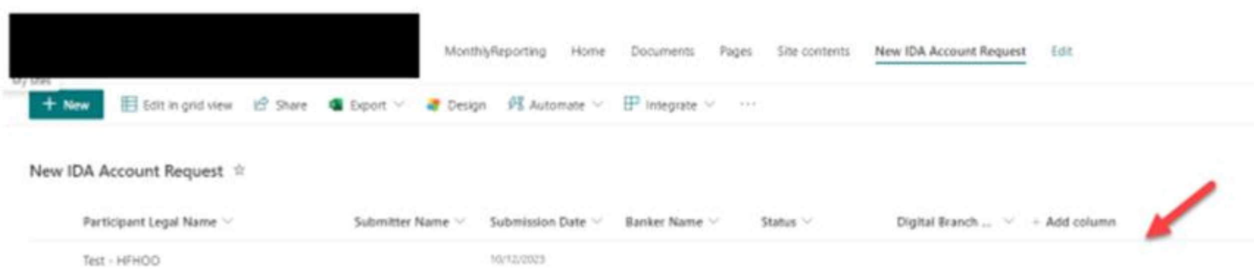
- Saver Email Address: Required if Banker needs to reach out to the Saver, or if the Saver will be signing via DocuSign.
- Provider Notes to Digital Branch: Add any applicable notes the Banker/Umpqua Bank will need to know in order to open the account.
- Banker Name: Do not place anything in this field.
- Status: Do not update the status. Leave "new" which will notify the Digital Branch Banker to work the request.
    - Providers may update the status to "Expired" if the account is not completed, and the Authorization Letter expires. In this case, add a note in the Provider notes section, update the status to Expired, and submit a new request with an updated Authorization Letter.
- Digital Branch Notes: Do not add any information in this field. Check this field periodically to see notes from the Banker.
- Account Number: Do not add any information in this field. The Banker will add the new account number in this field once the account has been opened (not necessarily funded).
- Attach the following documents:
    - Completed IDA Saver Information Form (if applicable)
    - Authorization Letter – Confirm the letter is not expired and that it's signed by an authorized individual.

Select "Save" to submit the request.

Once the request has been submitted, you will see the request added to the list.



A notification email will be sent to the Umpqua Bank Digital Branch, and they will update their applicable fields and the status accordingly.

The Digital Branch Banker will do their best to get the account completed and funded ASAP, but ultimately it is the Provider's responsibility to follow up with the Saver to fund their account.

The Digital Branch will begin processing new IDA Account Requests within 4 business hours. They will update the status and notes on the SharePoint item accordingly. Providers should refer to the status and notes for updates.

If you have questions regarding your IDA Account Request, please contact Taylor Root by phone at 541-440-7568 or email at taylorroot@umpquabank.com. If Taylor is out of the office, please email DigitalBranch@UmpquaBank.com.