

Umpqua Bank Account Opening, Management and Closing Processes

Umpqua Bank refers to MISAs as IDAs due to their product naming. From this point on, IDA may be used interchangeably with MISA, but it does not alter the provided definition of MISA.

IDA Setup Process

1. Establish Master Signature Card Packet - LWDB/subrecipient
 - a. Certification/Resolution
 - b. Certificate of Beneficial Ownership
 - c. Master Signature Card
 - d. Schedule of Accounts
 - e. Appointment/Revocation of Authorized Rep Form
2. Review and sign IDA Agreement - LWDB/subrecipient
3. Account Opening Process – Customer and LWDB/subrecipient
 - a. See attachment C

LWDB Account Management

- SharePoint Site – IDA account management
- Business Online Banking – IDA and business account management
- Local Buddy Branch Support
- Digital Branch – Master Signature Card Management and IDA New Account Request Support

LWDB Closing Account

Request to close account, authorized individual on the Master Signature Card will need to sign the withdrawal authorization and check the box requesting the closure of the account.