

# Umpqua Complete Help Guide

To initiate the process of opening an account with Umpqua, complete the steps below:

1. Complete checking account request form available here: <https://www.girlscoutsww.org/en/members/volunteers/volunteer-essentials/troop-finances.html>

Girl Scouts of Western Washington's volunteer banking coordinator will process the request once all prerequisites have been met. This process can take 3–7 business days.

2. Once all applications have been submitted, each signer will receive a link to Umpqua's **Customer Information Form (CIP)** from the volunteer banking coordinator. Please send a confirmation to [volunteerbanking@girlscoutsww.org](mailto:volunteerbanking@girlscoutsww.org) when the customer information forms for all signers have been completed.

3. Each signer will then receive a DocuSign signature request from Umpqua. After all signers have submitted their DocuSign signatures, the account will be opened. Umpqua will send a confirmation welcome email to all account signers within 3–5 business days.

4. An initial deposit of \$25 will need to be made within 10 business days after the account has opened. Volunteers who requested access to online banking will be granted access by Girl Scouts of Western Washington.

## Online Banking Navigation Resources

Quick Reference PDF: [https://www.umpquabank.com/globalassets/media/documents/help-center/business-online-banking-guide\\_navigation.pdf](https://www.umpquabank.com/globalassets/media/documents/help-center/business-online-banking-guide_navigation.pdf)

Quick Reference video: <https://youtu.be/-m1TA3ZFuMk?si=VaO2M1CIEBUgEDWB>

If you have questions or need assistance, please reach out to our customer care team at 1(800) 541-9852 or [customercare@girlscoutsww.org](mailto:customercare@girlscoutsww.org).