



## Frequently Asked Questions

(General Questions)

### **General Questions (not account-specific)**

#### **If I have any questions or concerns, who is my council contact?**

For general questions, please reach out to our wonderful Customer Care Team at the following options:

Contact Us – Via our website at <https://www.girlscoutsww.org/en/about-girl-scouts/contact-us.html>

[CustomerCare@girlscoutsww.org](mailto:CustomerCare@girlscoutsww.org)

P: 800-541-9852

Your banking point of contact is the Banking Coordinator at Girl Scouts of Western Washington. Her contact information is:

[VolunteerBanking@girlscoutsww.org](mailto:VolunteerBanking@girlscoutsww.org)

P: 800-541-9852

F: 877-512-7434

#### **What is required to be an account signer/cardholder?**

In order to be an account signer, you must be 18 years or older, you must have a recent (within the past two years) criminal background check on file and you must be a registered Girl Scout member.

#### **Where do I complete a criminal background check (CBC)?**

The CBC is originally triggered for you when you choose a volunteer role with your registration. If you need to have a new CBC triggered for you, this can be done via the Banking Coordinator, or through Customer Care. A paper form is also available for those who have chosen not to complete the request online via our vendor, Verified Volunteers.

#### **How do I become a registered Girl Scout member?**

To register your membership online, please visit [www.GirlScoutsWW.org/reg](http://www.GirlScoutsWW.org/reg). If you need assistance with purchasing membership online you may contact Customer Care by emailing [CustomerCare@GirlScoutsWW.org](mailto:CustomerCare@GirlScoutsWW.org) or by calling 1-800-541-9852.

#### **What if my bank account statement shows bank fees?**

Fees for all bank accounts are the responsibility of the account signers, and must be discussed or negotiated with the bank branch location.

**\*Please see Pages 2-5 for KeyBank Account FAQs.**

**\*Please see Pages 6-7 for Other Bank Account's (Non KeyBank) FAQs.**

**\*Please see Page 8 for additional information.**



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(Bank Specific)

### What are the steps involved in opening/updating my account.

- 1) All signers must submit an application form to the GSWW Banking Coordinator. These fillable forms obtained on the website may be submitted via email (most preferred), fax, or mail.
- 2) The GSWW Banking Coordinator will confirm that all requested signers have a recent criminal background check on file and are registered Girl Scout members.
- 3) Once confirmed, the signers will be mailed an authorization letter to take into their local KeyBank branch.
- 4) When you receive your authorization letter, please setup a time with all applicable account signers to go into the bank to process your new account request. Please be sure to have your two forms of ID available, as well as a minimum deposit of \$50. Since branches handle many customers, wait times at a branch can be expected! Our Key Bank branch managers will sometimes support our volunteers by recommending an appointment time that provides undivided attention. They might also give you a reference for another nearby location that can get you in right away. Once your account has been opened, please send an email to [VolunteerBanking@girlscoutsww.org](mailto:VolunteerBanking@girlscoutsww.org) to confirm your opened account information.
- 5) All requested signers must take the authorization letter into the bank to open their troop/group account with the branch. (For an **account update**, all remaining signers from the current account must accompany any new signers being updated)
  - a. **All signers** (new and continuing) must also bring two forms of ID from the following list to authorize the request. One must be a Primary ID, and the second may be either a Primary or Secondary. *Please be sure to be able to provide your **SSN** and **mother's maiden name** as well.*
    - i. **Primary ID:** Current valid government-issued identification with photo and signature, such as:
      1. a valid driver's license (Note: New Jersey, Tennessee, and Vermont may not have photo)
      2. a valid state-issued non-driver's license photo identification
      3. a valid U.S. Passport or U.S. Passport Card
      4. a valid foreign Passport (including Mexican and Canadian)
      5. a valid military ID card
      6. a valid military dependent pass
      7. a valid INS (Immigration) card
      8. a valid Native American (tribal) ID (some do not have a signature)
      9. a valid Mexican Matricula Consular Card
      10. a valid Mexican driver's license
      11. a valid Canadian driver's license
    - ii. **Secondary ID:** Current valid non-government identification or government-issued identification without a photo such as:



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### (Bank Specific)

1. a valid major or local credit card (a credit card that has the notation "See ID" in the signature area, instead of the actual signature, is not acceptable)
  2. a valid debit card with MasterCard or VISA logo
  3. a valid student identification card
  4. a valid chauffeur's license
  5. a valid weapons permit with or without photo
  6. a valid employee identification card issued by a well-known company with the company name printed on the card
  7. a valid military draft card
  8. a valid government identification without photo (such as public assistance/welfare)
- b. The bank will issue a signature card for the account signers to complete.
- c. **New Accounts Only:** The signers must provide a minimum deposit of \$50 from the troop for the account to be eligible to open. These funds may be obtained in a number of ways.
- i. Collection of dues during the first meeting.
  - ii. Temporary troop donation to be reimbursed at a later date.
  - iii. In minimal and authorized cases, council may be able to issue a council check for the funds to open the account, and to be pulled back out of the account once the check clears.
    1. The account must be kept above a \$0 balance or the account will automatically closed after 60 days.
- 6) **New Accounts Only:** KeyBank will open the account, and an automatic mailing of a "Welcome Packet" to the primary mail recipient will occur shortly after.
- a. This packet may allow an option to order checks through KeyBank or Harland Clarke, but GSWW strongly advises against this choice as their fees are quite expensive. (Please see "How do I order checks?")
- 7) **New Accounts Only:** The account signer(s) should submit the new account information to the GSWW Banking Coordinator for confirmation of the account.

### How do I obtain a KeyBank Debit Card?

Debit cards are originally ordered when an account is opened, or a new signer is updated, but there are several other times when a new card must be requested, and in all of these cases, the card should be requested directly from the local KeyBank branch.

- 1) The original card did not arrive, or a new request is being made for a signer who did not originally request one.
- 2) The card has been lost/stolen (the latter may need reported to KeyBank fraud dept as well)
- 3) The original card is not chipped, and so a chipped card is needed to continue use (all new cards going forward should have a chip)



## Frequently Asked Questions

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### How do I reset the PIN on my KeyBank Debit Card?

To reset the PIN on your debit card, call the number on the back of the card or go into any KeyBank branch for assistance.

### How do I receive a Bank Statement?

KeyBank mails paper statements free-of-charge. The past 12 months of statements are also available online at <https://keynavigator.key.com> with your provided KeyNavigator login.

Additional copies of the bank statements from your branch may cost up to \$6/copy.

### How do I change contact information?

Signer changes must be requested through the GSWW Banking Coordinator, but all other changes (Address, Debit Card, Last Name changes/corrections, etc.) & requests (statements, fee corrections, etc.) should be done at the local KeyBank branch location.

### How do I access my account online?

New KeyNavigator online access may be requested only through the Banking Coordinator.

- Online access for your KeyBank account is only available through the KeyNavigator platform at <https://keynavigator.key.com>.
- KeyBank offers online access assistance at 1-800-539-9039. The GSWW Banking Coordinator can set a temporary password only if a User ID has not been locked out due to too many unsuccessful logins. No signer may create their own online access login through the KeyBank website; it is created through the KeyNavigator platform via the bank.
- Steps to review AccountActivity on the KTT Platform:
  - Statement Copies: Reporting & Research → Information Reporting → Corporate Banking Statement → Select Account → Statement Cutoff Date
  - Current Balance: Reporting & Research → Information Reporting → Previous Day (upper left), choose "Summary" button ...This should show your current balance as of the previous day.
  - Account Activity: Reporting & Research → Information Reporting → Previous Day, choose "Custom" button... (Balances Only, Balances and Transactions, Transactions Only) and a set of date range options (up to 180 days).
  - Check or Deposit Copies (up to 90 days): Reporting & Research → Image Research Center → Image Type → Account....(settings change depending on input after this point)



## Frequently Asked Questions

(Bank Specific)

### How do I order checks?

Girl Scouts of Western Washington strongly advises troops to obtain checkbooks from a third-party unassociated with KeyBank. Because these accounts are Business Checking accounts, the checks are significantly more expensive through a KeyBank branch or at Harland Clarke than other retailers such as Deluxe, Costco, Walmart, etc.

**\*\*Please note that troops are responsible for all check fees associated with their purchase, regardless of which vendor they choose (KeyBank included).\*\***

When ordering checks through a third-party, the following information will be needed:

- Routing Number: 125000574
- Account Number: specific to each troop account (contact the Banking Coordinator if you don't know your account number)
- Bank Name: KeyBank National Association
- Account Title Information: Girl Scouts of Western WA  
Troop XXXXX Service Unit XXX  
(SU/Camp information may be substituted if applicable)  
Mailing Address on the bank account
- You may also need the mailing address of the KeyBank branch you will be using as your primary branch, as some vendors require this information for fraud protection

### Are we able to use a third-party payment processor? (Ex. Venmo, Square)

Troops can use any third-party processor that they choose. The troop will be responsible for any fees associated with using the processor that you choose.



## Frequently Asked Questions

(Bank Specific)

### How do I close my account?

There are several reasons why a troop account may be closed. Below are the most common reasons, and how the closure may be processed.

#### 1) Troop/Group Disbanding

- a. Contact must be made with the Troop Program Manager regarding the status of the troop/group to confirm and submit the Troop Disbanding Report
- b. An updated Annual Troop Finance Report must be submitted to the Banking Coordinator to identify that all remaining funds in the account have been/ or will be utilized in a manner according to council policy.
- c. All funds must be depleted in the account before closure either via use by the troop or donation to GSWW Financial Assistance, or another third-party charity.
  - i. If funds are donated to Financial Assistance, please either provide a check to the council admin office, or contact the Banking Coordinator to arrange an electronic withdrawal from the account for donation.
- d. One or more account signers may go into their local branch to request the closure of the account. Please ensure the account is at a \$0 balance before attempting closure.
  - i. If the account is at a \$0 balance for 60 days, the bank will close the account automatically.
- e. Please notify the Banking Coordinator of the account closure for confirmation.

#### 2) Inactive Account

- a. Occasionally, there will be an account identified as inactive by the bank, or an authorized GSWW staff member, without further contact from the account signers. In these cases, the account will be withdrawn to a \$0 balance, if not already, and the account will be closed after the bank's authorized 60 days.

### I have an account at an Other Bank (e.g. not KeyBank)...

#### What are the steps involved in opening my account.

- 1) All signers must submit a banking application to the GSWW Banking Coordinator. These may be submitted via email, fax, or mail. See instructions in the “General” section above for what is required of all account signers. It is important that you do not submit these forms directly to the bank.
- 2) The GSWW Banking Coordinator will confirm that all signers have a recent criminal background check on file and are registered Girl Scout members.
- 3) Once confirmed, the Banking Coordinator will create a memo authorizing the new signers to open an account with their chosen banking institution. The memo will be mailed to the primary signer on the account.
- 4) Once the account is opened, the signers must email or call the Banking Coordinator to inform her of the new account number and routing number.
- 5) The account signers are responsible for any and all fees associated with their bank’s policy as Girl Scouts of Western Washington does not have a business relationship with banks other than KeyBank.

#### How do I change account signers?

- 1) All new and continuing account signers must complete a banking application for update. These forms must be sent directly to the GSWW Banking Coordinator via email, fax, or mail. See instructions in the “General” section above for what is required of all account signers. It is important that you do not submit these forms directly to the bank.
- 2) Once submitted and confirmed, the Banking Coordinator will create a Change of Signatories memo, authorizing the bank to change the applicable signers on a previously-opened account. This memo will be mailed to the primary signer on the account.

#### How do I change contact information?

Please contact your bank to update contact information for your account. You may contact the Banking Coordinator to ensure accurate information is held at council, but the Banking Coordinator cannot make changes to the contact information for the bank account.



## Frequently Asked Questions

(Bank Specific)

### **How do I close my account?**

To close your Troop Bank account, you will first need to bring the balance to \$0 and ensure there are no pending transactions (e.g. outstanding checks) on the account. If there is a balance remaining that the girls will not use prior to disbanding, the funds may be donated back to the Council and will be designated as Financial Assistance to girls within the same region as the disbanding troop. When ready, send an email to the GSWW Banking Coordinator with the following information

- 1) Bank Name
- 2) Account Number
- 3) Troop Number, SU Number, or Group Name
- 4) Confirmation of no outstanding transactions
- 5) Confirmation of understanding that the remaining balance (if applicable) will be designated as financial assistance





## Frequently Asked Questions

(Add'l Notes)

### More Banking Best Practices:

- 1) Annual Troop Finance Reports
  - a. MUST be completed annually by all troops/groups and submitted to the Banking Coordinator. Due each year on June 30<sup>th</sup>.
    - i. The most preferred method of submission is the online web form on the GSWW website at [www.girlscoutsww.org/atfr](http://www.girlscoutsww.org/atfr).
      1. Included on the website is a PowerPoint Walkthrough that explains in detail, all of the entries needed for the Annual Troop Finance Reporting.
      2. There is an included PDF form available for those volunteers who are unable to successfully submit their report via the web form.
        - a. This PDF form may be submitted via email, fax, or mail.
    - ii. The volunteers are not required to submit any receipts with their reports, but must retain the documentation with their troop, should their account be audited any time in the future.
  - b. If not submitted and in a timely manner, the troop/group may have their account closed, after multiple attempts to collect the documentation, and authorization from the Troop Program Manager.