



School Account FAQs

Scheduling an Appointment

Schedule for Deposits

- Contact Chaffey FCU Support Services (Support@Chaffey.com) to make an appointment for your deposit.
 - Walk-ins are subject to staff availability, visit Chaffey FCU's website to schedule appointment.

What Documents are Needed to Update Signers?

- All signers being added to the School Account must provide required documents.
 - Valid Government Issued ID (color copy)
 - Drivers License, State ID, Passport
 - Proof of address (*if* the address on your ID does not match current address)
 - School Address is to be completed in the top section
 - Signer information should have the signers personal address information
 - Authorized Liaison information is required

How Can We Request Supplies?

- You are welcome to order supplies through your own vendor or speak to Chaffey FCU for supplies

Making Deposits

- Deposit slips are needed for all deposits.
 - Note a complete cash breakdown deposit slips (i.e.: 10x100's, 5x50's, etc.)
 - Include an itemized list of checks.
 - Include cash and check totals
- Multiple deposits in one bag should be rubber-banded separately with the corresponding deposit slip
- Verify all check sections are filled out with payee name, date, signed, and stamped on the back. Ensure the correct school is listed. Numerical amount on check must match written amount.
 - Individual checks must be on deposit slip (check number and amount)
- Remove all staples from all bills and checks, prior to bringing in deposits
- Deposits over the maximum (10 checks) will be sent to our Support Services Team in Upland for processing
 - Provisional credit will be given immediately for the total shown on your deposit slip. Your deposit will be verified within 2 business days any adjustments will be posted to your account (see below).
- If you have questions about your deposits or account, please contact Chaffey FCU Support Services: Support@Chaffey.com

Keeping Track of Meeting Minutes

- All Meeting Minutes must include information on change in signers
- Upon completion of meeting, a School/District Membership Account Change Form must be signed by one or two of the account signers and submitted.
 - If it is a two-signature account, a debit card cannot be issued

Adjustments

- If an adjustment must be made to your deposit, it will show on the next month's statement. Chaffey FCU Support Services will email your school a copy of the deposit with the corrections to notify you of this change.