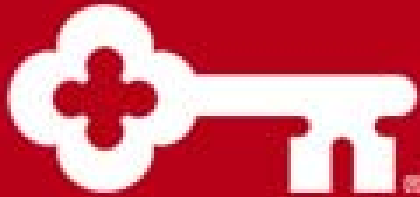


CA\$H Coalition – Asset Committee

Steps to Get “Re-Banked”



PROCEDURES FOR OPENING PERSONAL ACCOUNTS

***Francia Crump
Relationship Manager***

January 9, 2009

Procedures for Opening Personal Accounts

- 1. Request two approved forms of “valid” identification, Primary ID and Secondary ID. In any case, the two forms of ID cannot be issued by the same government agency (i.e., a driver's license and a state ID).**

Primary ID is any current, valid government-issued identification with photo and signature. Some examples of government-issued photo identification include:

- a valid driver's license
- a valid state-issued non-driver's license photo identification
- a valid passport
- a valid military ID card
- a valid military dependent pass
- a valid INS (immigration) card
- a valid Native American (tribal) ID (some do not have a signature)
- a valid Mexican Matricula Consular card
- a valid Mexican driver's license
- a valid Canadian driver's license



Procedures for Opening Personal Accounts

Secondary ID is any other valid, generally accepted identification that is not primary. Secondary ID does not need to have a photo. Valid government-issued identification without a photo is considered secondary identification.

- a valid debit card with a MasterCard or VISA logo
- a valid student identification card
- a valid chauffeur's license
- a valid weapons permit with or without a photo
- a valid employee identification card issued by a well-known company with the company's name printed on the card
- Public benefit card



Procedures for Opening Personal Accounts

2. Request additional identifying personal information

- Name
- Physical street address (statement can be mail to a P.O. Box)
- Date of birth
- Social Security number (must have if U.S. resident)

3. Perform additional verification as needed

- Place of employment
- Address
- Telephone number (Patriot Act)

4. Check internal systems to ensure that KeyBank has not taken a loss on previous accounts in the name of applying customer

5. Perform an Account Verification Inquiry

- ChexSystems



Procedures for Opening Personal Accounts

ChexSystems is a consumer reporting agency similar to a credit bureau that provides deposit account verification services to financial institutions. KeyBank uses ChexSystems for all individuals applying to open a checking or saving account. ChexSystems provides information on individuals who may have a history of account mishandling (i.e., ATM abuse, account abuse, overdrawn account, insufficient funds, and fraud). In most cases, the account was closed by a financial institution at a loss. If an individual's name appears on ChexSystems, it is very difficult to open a checking account with any financial institution. Also, the individual's name stays on file for five years.



Procedures for Opening Personal Accounts

If an individual appears on ChexSystems, KeyBank will not proceed with a traditional checking account (Key Express Free Checking Account).

Some alternative solutions for individuals who are on ChexSystems and are in need of cashing payroll checks that are not drawn on a KeyBank account.

- Key Checkless Access Account
- KeyBank Plus



Procedures for Opening Personal Accounts

Key Checkless Access Account - an account designed to provide immediate access to an individual's direct deposit paycheck. This checkless account is an alternative to check cashing facilities, providing the customer with the convenience of a regular checking account without the hassle of writing checks and balancing a checkbook. Details include:

- Convenient Direct Deposit of payroll check
- No monthly maintenance service charge fee and no minimum balance requirement
- Free, unlimited use of KeyBank's nationwide ATM network to make withdrawals of up to \$1,000 per day
- No fee for using ATM card on purchases when using a PIN (personal identification number)
- Free Online Banking allows you to check balance and review transactions
- Free Key Bill Pay makes paying bills online or over the phone simple and convenient
- Convenient 24-hour account access through automated telephone banking at 1-800-KEY2YOU® (1-800-539-2968)
- Fee applied to each privileges deposit, no check writing



Procedures for Opening Personal Accounts

KeyBank Plus – a check cashing alternative provided by KeyBank that offers non-clients the ability to cash checks at lower rates than payday lenders or check-cashing centers. Details include:

- Cash payroll and government checks at 1 percent of face value (minimum of \$3.00 and maximum of \$25.00)
- Fee-free money orders when check is cashed (limit of 5 fee-free money orders)
- Every 5th check cashed for FREE



Procedures for Opening Personal Accounts

Key Express Free Checking Account – an account designed for individuals who are looking for a free checking account with plenty of extras. Details include:

- Minimum required deposit is \$50
- No monthly maintenance service charge
- No minimum balance requirement on your checking account
- No per-check fees or limits
- No monthly or annual KeyBank Debit Card fee
- No fee for using KeyBank Debit Card on purchases when using a PIN or signing for a purchase
- Free, unlimited use of KeyBank's nationwide network of ATMs
- Free 24-hour access to checking account with Online Banking
- Free Key Bill Pay to pay bills quickly and easily online
- Transfer funds between KeyBank checking accounts and accounts at other banks



Miscellaneous Fees and How to Avoid Them

- Minimum opening deposit can be waived if the company the customer works for participates in the Key@Work program and will enroll in direct deposit.
- No balance requirement
- Overdraft charges is \$38.00.
- Early close out fee is \$25.00
- Non-KeyBank ATM fee is \$3.00.
- KeyBank charges \$7.50 to cash checks for non-KeyBank customers.

