

## Frequently Asked Questions about Chapter Bank Accounts

As the chapter activities coordinator, you are responsible for managing chapter's finances and records. You are also the signer on the chapter's bank account, which is held in the name of the chapter at Axos Bank. You must be able to account for all funds received and disbursed.

### ***How do I get access to the chapter bank accounts after being appointed to a chapter?***

Look for an email from Axos Bank with instructions on how to complete the signer forms. Complete the requested forms as soon as possible.

### ***How do I find out the chapter account balance or double check account transactions?***

We highly recommend you create an account using Axos Bank's [online banking system](#) or the Axos Bank mobile app. Telephone banking is available as well.

The [imakeanimpact.org](http://imakeanimpact.org) site shows the chapter's opening balance from the prior day. The best way to ensure you know the current balance is to access your account through Axos Bank. It's also a good practice to check your bank account regularly to guard against fraud.

### ***I have a question about my chapter bank account. Who do I contact?***

The Commercial Banking team at Axos Bank is your go-to for all things chapter related. You may reach them by phone at 866-747-4472 or email at [CommercialBanking@axosbank.com](mailto:CommercialBanking@axosbank.com).



*If sending an email, do not include the chapter bank account number or tax identification number. Only provide your full name and chapter number.*

### ***How do I deposit funds into my chapter bank account?***

Axos Bank offers mobile check deposit through their mobile app. You can mail a check with a deposit slip to the address below. The deposit slip can be found on the Axos Bank website.

Axos Bank | Attn: Deposit Servicing  
P.O. Box 509127  
San Diego, CA 92150-9948

### ***My chapter has a savings account or CD at Axos Bank, how do I move those funds to the chapter checking account?***

Transfers between bank accounts require pre-approval from the Fraternal department. You can contact the Fraternal department to request the transfer. If you contact the bank first, they will email the Fraternal department for approval.

### ***Can I make electronic (phone or online) transfers of funds between my personal and chapter bank accounts at Axos Bank?***

No. Do not transfer funds electronically between personal and chapter accounts.

### ***How do I order checks for my chapter?***

Call or Email Axos Bank at 866-747-4472 or [CommercialBanking@axosbank.com](mailto:CommercialBanking@axosbank.com).



*If sending an email, do not include the chapter bank account number tax/employer identification number. Only provide your full name and chapter number.*

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### **How do I order a new debit card for my chapter?**

Call or Email Axos Bank at 866-747-4472 or [CommercialBanking@axosbank.com](mailto:CommercialBanking@axosbank.com).



*If sending an email, do not include the chapter bank account number or tax identification number. Only provide your full name and chapter number.*

### **I received my new debit card. How do I activate it?**

Follow the instructions that came with the card. When asked to enter the last four digits of your SSN, use the last four digits of the chapter's Tax Identification Number (TIN), which is sometimes referred to as an Employer Identification Number (EIN).

If you are asked to enter the zip code, use the zip code associated with the chapter. (See the image shown below the next question.)

### **I need my chapter's TIN/EIN to activate the debit card. Where do I find it?**

The chapter's EIN may be found on the Make An Impact website under the "Chapter Details" tab.

The screenshot displays the 'Summit Chapter Information' page. At the top, there are navigation tabs: Activities, Fraternal Achievement, Finances, Orders, **Summit Chapter Details** (highlighted with a red box), and Roster. Below the tabs, the page is titled 'Summit Chapter Information'. It contains several input fields and buttons:

- City: Scottsdale
- County: Maricopa
- State: Arizona
- Zip Code: 85250 (highlighted with a red box)
- Date Chartered: 06/25/2012
- Deactivation Date: (empty)
- Region: Arizona
- Regional Director: (empty)
- Managing Partner: (empty)
- Tax ID: 46-08 (highlighted with a red box)

There are two blue buttons: 'Change Lodge Details' and 'Change Managing Partner'. Below the main information section, there is a table titled 'BANK ACCOUNT(S)':

Account Number	Account Type
473	Checking

### **Why can I see all my bank accounts (personal, business and the chapter account) while logged into the Axos Bank online system?**

At this time, Axos Bank does not have a separate path or login for the chapter bank accounts. You can access all accounts with one login. However, you should not transfer funds between any accounts – personal, business or chapter.

*Additional responsibilities, guidance and policies regarding chapter bank accounts are provided in the Fraternal Leader Handbook and training modules available in the Training Materials are on [imakeanimpact.org](http://imakeanimpact.org).*