

Frequently Asked Questions about Chapter Banking and Bank Accounts

The chapter activities coordinator oversees the chapter's finances and records. They manage the chapter's bank account(s) at Vibrant Credit Union, ensuring funds are accurately tracked.

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

Look for an email from DocuSign on behalf of Vibrant Credit Union with instructions on how to complete the signer forms. The forms should be completed as timely as possible to avoid any interruptions or delays in accessing the chapter's funding. The email will come from dse@docusign.net approximately 3-5 business days after being appointed to the chapter.

You will receive a confirmation email for the account creation from Vibrant Credit Union approximately 7-10 business days after the DocuSign forms are completed.

Will I have to complete the documentation multiple times if I lead multiple chapters?

Yes. You will receive a DocuSign packet for each chapter you are appointed to.

Does Vibrant Credit Union have online banking?

Yes! Your credentials for [online banking system](#) will be sent to you from MWACHapters@VibrantCU.org when the account is opened.

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

We highly recommend you create an account using Vibrant Credit Union's [online banking system](#) or the Vibrant Credit Union mobile app. Telephone banking is also available by calling 800-323-5109.

The imakeanimpact.org site shows the chapter's opening balance from the prior day. The best way to confirm the current balance is to access your account through Vibrant Credit Union. 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 team at Vibrant Credit Union is your go-to for all things chapter-banking related. You may reach them by phone at 888-452-2443 or email at MWACHapters@VibrantCU.org.



When sending an email, please refrain from including the bank account number or tax identification number. Instead, provide your full name and chapter number.

How do I deposit funds into my chapter bank account?

Vibrant Credit Union offers mobile check deposit through their mobile app. You can mail a check to the address below.

Vibrant Credit Union
PO Box 1550
Moline IL 61266

My chapter has a savings account or CD at Vibrant Credit Union. 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 at 800-322-9805 or Fraternal@modern-woodmen.org to request the transfer. If you contact the bank first, they will contact the Fraternal department for approval.

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Can I make electronic (phone or online) transfers of funds between my personal and chapter bank accounts at Vibrant Credit Union?

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

How do I order checks for my chapter?

Call or Email Vibrant Credit Union at 888-452-2443 or MWACHapters@VibrantCU.org.



When sending an email, please refrain from including the bank account number or tax identification number. Instead, provide your full name and chapter number.

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

Call or Email Vibrant Credit Union at 888-452-2443 or MWACHapters@VibrantCU.org.



When sending an email, please refrain from including the bank account number or tax identification number. Instead, 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.

If you are asked to enter the zip code, use the zip code associated with your mailing address.

Additional responsibilities, guidance, and policies regarding chapter bank accounts are provided in the Fraternal Leader Handbook and training modules available in the Training & Resources area of imakeanimpact.org.