

# ADDRESS CHANGE POLICY



Grow  
WEST

## UPDATING YOUR ADDRESS

Maintaining an accurate mailing address with Dakota West does more than allow an accurate delivery of information to our members. Having a correct physical and mailing address on file is a federal requirement, and it also ensures your information is protected. If someone attempts to access your account by fraudulent means, having updated contact information on file allows us the ability to confirm your identity.

Only you have the ability to update your contact information with Dakota West, and we offer three methods to make changes to your address, email address, and phone number, all of which require a level of verification by you.

- Visit a Dakota West branch in person
- Complete a change of address form electronically or by mail
- Update your address online

## ADDRESS UPDATE IN PERSON

When you visit a Dakota West branch to update your address, we will ask for your photo identification. This allows us to confirm your identity, but also the identity of anyone who has access to your accounts, such as a family member. We will ask you to complete an address change form to authorize the change. This process also applies to our members who have temporary address changes due to work assignments or seasonal moves. This is the fastest way to update your information.

## UPDATE ADDRESS REMOTELY

Not everyone has the ability to visit a Dakota West branch to complete a change of address form, so we do offer additional options. Please be aware that we will not update contact information over the phone, but you are able to contact us by phone at 800.411.5790 or by email at [dwcw@dakotawestcu.org](mailto:dwcw@dakotawestcu.org) to get the process started.

We will provide you with a form you may complete and return by mail. We will verify the signature on file at your branch before updating your information.

You may return the change of address form to us electronically after verifying your identity using DocuSign®. For security purposes, we will only send the form to the email address on file, so if you have not updated your email address, this option may not be available to you. It's yet another reason to keep your information with Dakota West up to date.

## ONLINE ADDRESS UPDATE

All members may [access your accounts online](#) using the three-level authentication process. Once registered, you may update your profile information (your mailing and physical addresses, your email address, and your phone number) in the Settings area either online or through the mobile app. An email will be sent immediately to Dakota West and we will verify the information and update the contact information we have on file to reflect the address, email, or phone number changes.

