

FAQ

What type of banking documentation do I need to provide?

As the claimant, you must provide banking documentation that shows proof of account ownership.

Examples of approved forms of documentation:

- Voided check with your name printed on it
- Direct deposit enrollment form preprinted by your financial institution
- Letter from your financial institution on official letterhead

Banking documentation must be preprinted with your account number, routing number and your full legal name, as well as your financial institution's logo. We cannot accept banking documentation with handwritten account information.

We cannot accept deposit slips due to routing number inconsistencies.

What if The Standard has a different name for me than my banking documentation?

Banking documentation needs to have the same name that is printed on claim documents or letters received from The Standard. Please contact us if your name has changed.

What if I don't have a check with my full legal name printed on it?

Contact your financial institution and ask for printed documentation on official letterhead or a form that includes your account number, routing number and full legal name. We will not accept starter checks without your name printed on them or checks that only show your initials.

My financial institution is an online bank and I don't have checks. What can I do?

Contact your bank's customer service department and ask for a letter or form with your name, full account number and routing number on letterhead.

What happens if my banking information changes (for instance, because of a bank merger, new account, etc.)?

Contact The Standard and ask for a new EFT form to fill out. You will need to provide banking documentation if your banking information changes.

I am a personal representative of the claimant, such as an attorney-in-fact under a power of attorney (POA) or legal guardian or conservator. What do I need to submit?

The Standard will need documentation supporting that you have legal authority to sign this form on behalf of the claimant, such as a copy of the POA or court order and letters of guardianship or conservatorship. In addition, the bank documentation you submit must show that the claimant is an owner of the account.