

Union Bank Customer Communication Reference Sheet

This reference sheet provides additional details to help viewers understand the communication purpose and intent. The sample will begin on page 2.

Strict instruction for use: Communication samples may only be used as reference when speaking with internal partners and clients. **Materials may not be shared with clients in any form or modified.**

FILE NAME:

1. WHAT: Describe the purpose of this message and any CTAs.

2. WHO: Select the intended audience for this communication.

Enterprise Business Consumer Corporate & Commercial Wealth

Please provide any additional details:

3. WHEN: Identify date range communication will be sent.

4. HOW: Select the channel(s) used to distribute the communication.

Direct mail Email Digital (OLB, mobile app) Website Other

Please provide any additional details:

5. OPTIONAL: Any additional information that is contextually helpful (i.e., helplines, deadlines, etc.).

Scroll to page 2 to review communication sample.



<<Date>>

<<Customer Name>>
<<House/area number>>, <<sub area>>, <<city>>
<<extra line>>
<<Prefecture>>, <<postal code>>
FPO

Re: Important information about changes for personal trust wire, ACH & check transfer processes starting June 5, 2023

Dear Valued Client,

Welcome to the U.S. Bank community! We are committed to keeping you informed early and often.

We are reaching out to let you know of important and timely changes to personal trust wire, ACH & check processes as we transition your trust and investment account(s) to U.S. Bank. Over the weekend of June 3–4, your Union Bank® trust and investment account(s) will automatically move to U.S. Bank. Starting June 5, some of the current processes will change or be discontinued. To help you prepare, we have included a Reference Guide covering details about changes to personal trust wire, ACH and check processing.

Support

We are here to help you with your personal trust wire, ACH and check processing. If you have any questions regarding this matter or would like to update your contact information, please contact your existing relationship manager at Union Bank.

We appreciate your business and look forward to serving your financial needs now and long into the future.

Sincerely,

U.S. Bank



U.S. Bank Personal Trust Wire/ACH/Check Reference Guide

Welcome to U.S. Bank! Use this document to reference important information related to money movement transactions with your personal trust starting June 5, 2023.

WIRE/ACH/CHECK PROCESSING

The following guide provides helpful details you will need to know at U.S. Bank.

TOPIC	DETAILS
Incoming Wires/ACH to Personal Trust Accounts – Domestic and International	Starting June 5, please use the following instructions: Receiving Bank: U.S. Bank N.A. ABA#: 091000022 BNF (Beneficiary Name): Trust Incoming Wires Beneficiary Account Number: 173103320615 U.S. Bank routing number: 091000022 OBI: Attention: Trust Contact Name / Phone Number OBI or BBI: FFC: SEI Account Number / SEI Account Name Note: If previous wire or ACH instructions for Union Bank® were used for a money movement request to your Personal Trust Account, funds will continue to be processed up to 90 days after June 5.
Incoming International Wires – SWIFT BIC	Starting June 5, the SWIFT BIC used for incoming international wires is changing. To allow for prompt processing of your wire transfer, update all partners to use the following: Swift BIC Identifier: USBKUS44IMT See instructions above Bank Name and Address: U.S. Bank N.A., 800 Nicollet Mall, Minneapolis, MN United States
Outgoing wires, ACH & checks	Starting June 5, contact your Trust team to initiate an outgoing wire, ACH or check.
Incoming Checks & Correspondence	Continue to use the current mailing address to send checks or other correspondence related to your trust or investment accounts.
Foreign Currencies	U.S. Bank offers foreign currencies that can be used to initiate an international wire. Please contact your Trust team for a full list of supported foreign currencies.
How to Handle Union Bank Hard Tokens	If you have a Union Bank issued Secure ID hard token, it will no longer be supported starting June 5.
How to Handle Union Bank Soft Tokens	If you have a Union Bank issued soft token application, it will no longer be supported starting June 5. Please remove the soft token application from your computer or mobile device.

Over, please

U.S. Bank Personal Trust Wire/ACH/Check Reference Guide

Use this document to reference important information related to money movement transactions with your personal trust starting June 5, 2023.

WIRE/ACH/CHECK PROCESSING

The following guide provides helpful details you will need to know at U.S. Bank.

Incoming Wires/ACH to personal trust accounts – Domestic and International

Receiving Bank: U.S. Bank N.A.

ABA#: 091000022

BNF (Beneficiary Name): Trust Incoming Wires

Beneficiary Account Number: 173103320615

U.S. Bank routing number: 091000022

OBI: Attention: Trust Contact Name / Phone Number

OBI or BBI: FFC: SEI Account Number / SEI Account Name

Incoming International Wires – SWIFT BIC

Starting June 5, the SWIFT BIC used for incoming international wires is changing. To allow for prompt processing of your wire payments, update all partners to use the following:

Swift BIC Identifier: USBKUS44IMT

See instructions above

Bank Name and Address: U.S. Bank N.A., 800 Nicollet Mall, Minneapolis, MN United States

Outgoing wires, ACH & checks

Contact your Trust team to initiate an outgoing wire, ACH or check.

Incoming Checks & Correspondence

Continue to use the current mailing address to send checks or other correspondence related to your trust or investment accounts.