Bank of America CashPro User ID Change Form
Electronic Funds Transfer (EFT) –DST Administrator

INSTRUCTIONS

1. This Bank of America CashPro User ID Change Form is to be used by participants in the Bank of America, EFT Master Service Agreement (MSA) but only for those participants for which the Department of State Treasurer (DST) is the administrator for Bank of America CashPro, for the purpose of User ID changes (adds, deletes, or changes).

2. For participants serving as their own administrator for Bank of America CashPro, each participant has an individual who serves as the administrator and that individual should be contacted for all User ID maintenance needs. Administrators needing assistance should contact Bank of America technical support at Tel: 888-589-3473.

3. Participants using a bank other than Bank of America for their settlement bank account should contact their bank directly for the online system available from that bank.

4. DST is the Bank of America CashPro administrator.

5. From the OSC web site (EFT enrollment forms), click on the appropriate form to start the process of filling out the form online through DocuSign. Document flows have already been established and you will receive a copy of the fully executed document at the end. You will also be able to check on the status of your request (document) through DocuSign.

6. DST will verify the identity of the individual who submits the form before acting on the request.

7. If a user needs assistance in password resets, he (she) can contact DST by telephone or e-mail:
   ➢ Diane Dean, telephone (919) 508-5920 or e-mail dst.ceoadmin@nctreasurer.com.

8. Information on Bank of America CashPro can be found at Bank of America Commercial - Commercial Financing Services

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Participant Making Request

Participant (Agency) Name: _____

Settlement Bank Account Number

Check One:

☐ EFT Settlement Bank account for <u>outbound</u> transactions
☐ EFT Settlement Bank account for <u>inbound</u> transactions and associated Returns Account

Settlement Account Number: _____   Returns Account Number: _____

Accounts for EFT Inbound transactions are Zero Balance Accounts (ZBAs) that sweep to a State Treasurer bank account, which are then certified on CMCS.
Accounts for EFT outbound transactions are stand-alone accounts (for ACH settlements and ACH returns)

Bank of America CashPro User Deletes

The following users should be <u>deleted</u>:

Name (Last Name, First Name)	UserID Assigned	E-Mail Address

Bank of America CashPro User Adds

The following users should be <u>added</u>:

Name (Last Name, First Name)	Mailing and E-Mail Address	Phone #	Fax #

Bank of America CashPro User Changes

The following users are already setup, but their email or telephone number needs to be changed (updated):

Name (Last Name, First Name)	UserID Assigned	Old Information	New Information

Required Signature – Participant's Chief Fiscal Officer

The signature of the participant's chief fiscal officer below indicates his/her request to add/delete/change users of Bank of America CashPro as referenced above; as well as affirming that appropriate procedures are in place to ensure that authorized users of any online system adhere to all applicable security requirements.

Participant (Agency) Name: _____

Chief Fiscal Officer's Name: _____

Title: _____

Signature: _____

Date: _____   Email Address: _____

For DST Use Only:

DST will use this section to notify each new user above of their assigned User ID and initial temporary passphrase. Bank of America will send each user a pin via e-mail that they will need to use with the initial login. For all deletes and changes, DST will notify the user by either fax or email.

Name (Last Name, First Name)	User ID	New User Temporary Password