



**GEORGETOWN UNIVERSITY**  
**ALUMNI AND STUDENT**  
**FEDERAL CREDIT UNION**  
www.guasfcu.com

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## CLOSED ACCOUNT AGREEMENT

To close your Credit Union account, please complete the following information. You may close your account in person or by faxing this form to the Credit Union. All outstanding transactions must clear before your account can be closed – including all VISA CheckCard authorizations. Please be aware that if you close your account while you have outstanding checks, your checks will be returned unpaid. If your closing balance is greater than \$1,000.00, a 24-hour request may be necessary. Should GUASFCU have to mail a check to you to close your account, please be aware that there is a \$5 Cashiers Check fee. Should a wire be requested in closing the account, there is a \$15 fee to complete the wire.

### MEMBER INFORMATION

#### Credit Union Account Information

Account Number:

    

Checking  Savings

Local Phone Number:

     -    

Name:

E-Mail:

#### Permanent Contact Information

Address:

Permanent Phone Number:

     -    

City, State, Zip:

### ACCOUNTS TO CLOSE

#### Savings Account

I would like to close my savings account:

\$   ,    .

#### Checking Account

I would like to close my checking account:

\$   ,    .

#### Amount

Enter the total amount in US Dollars.

\$   ,    .   /USD

#### Do you currently receive a monthly QuickPay deposit?

Yes  
 No

*If you answered yes, you will also have to complete a QuickPay Cancellation form.*

### Disclosure and Agreement

**My closing the accounts indicated above, I certify that all outstanding transactions have cleared.** I further certify that I have/will promptly discontinue any and all recurring (ACH and VISA CheckCard) debits to this account. I understand that failure to do may result in my account being reopened and the transaction, and associated penalty fees, being posted. I agree to any fees associated with closing the account including, but not limited to, wire and bank check fees as stated in the GUASFCU Truth-In-Savings disclosure. If I received a monthly QuickPay deposit into my GUASFCU account, I have also completed the necessary QuickPay cancellation forms

**SIGNATURE**

**DATE**



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**A Georgetown Tradition**

**Close Account Survey**

**Date:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**1. Circle the category that best describes you:**

Freshman      Sophomore      Junior      Senior      Graduate Student      Alumni

**2. Why are you closing your account?**

Access to local branches      Looking for better rates      Need additional services  
 Moving away      ATM access      Dissatisfaction with GUASFCU  
 Other: \_\_\_\_\_

**3. Have you used any of the following GUASFCU services:**

|                     |     |    |
|---------------------|-----|----|
| Free Online Banking | Yes | No |
| Quickpay            | Yes | No |
| eStatements         | Yes | No |
| Loan Services       | Yes | No |

**4. Did you know that GUASFCU has over 40,000 surcharge free ATMs around the United States through the Allpoint ATM network?**

Yes      No

**5. How would you rate the Credit Union on:**

|                    |      |         |           |     |
|--------------------|------|---------|-----------|-----|
| Member Service     | Poor | Average | Excellent | N/A |
| Teller Window      | Poor | Average | Excellent | N/A |
| Online Banking     | Poor | Average | Excellent | N/A |
| ATM availability   | Poor | Average | Excellent | N/A |
| Telephone Services | Poor | Average | Excellent | N/A |
| Savings Rates      | Poor | Average | Excellent | N/A |

**6. Are there any improvements we can make with regards to these services that would convince you to keep your GUASFCU account?**

\_\_\_\_\_  
 \_\_\_\_\_

**7. Would you consider GUASFCU for a loan in the future?**      Yes      No

**Thank you for completing this survey**