

ClickSWITCH Frequently Asked Questions

How does ClickSWITCH work?

ClickSWITCH takes the hassle out of moving your automated payments and direct deposits to your new account. You input your payment and direct deposit information into our secure ClickSWITCH system and we'll get to work contacting all the billers to switch your payments over to your new account. You can monitor progress and track status in the "Status" column.

I can't find my instructions, what are the step-by-step instructions for ClickSWITCH?

1. Visit [ClickSWITCH](#) to get started.
2. Enter the last four digits of the account number associated with ClickSWITCH enrollment to verify your account.
3. Create your personal password.
4. When prompted, enter your password and login.
5. Read and accept the terms of use, you are ready to do switches.
6. Click on your desired tab and follow the instructions to create and submit your switches.

What do I need to start my switch?

Getting started with ClickSWITCH is easy! You'll need the SwitchTRACK code provided to you when you opened your new account, or you can activate your ClickSWITCH account through the welcome email you received when your SwitchTRACK code was issued. You'll need to gather all of your automated payments and direct deposit information to get your switches started. A previous statement is a great source for information on the automated payments and direct deposits tied to an account. You can easily add additional switches any time! Simply log into your ClickSWITCH account and click the "Create a Switch" link.

Where do I get a SwitchTRACK code?

Eagle Federal will provide you with a SwitchTRACK code when you open a new account. You can get a SwitchTRACK code at any time by calling [225-927-1900](tel:225-927-1900) or [888-281-8485](tel:888-281-8485) or visiting any Eagle Federal branch.

How long will it take for me to switch my payments?

Timing for each payment switch can vary depending on the type of payment, biller and the method needed to switch the payment. Online banking bill payments are switched instantly. Automated payments and direct deposits typically take between 7-10 days to switch, but can be faster with certain billers. It's always a good idea to review your switch status page for the most current information regarding each switch.

How do I monitor the status of my switches?

We display the status for each automated payment or direct deposit in the Status column. If a switch shows as "Completed" there's no need to contact the biller. For switches that are marked as "Mailed" for more than 10 days, you may want to contact the biller to confirm the status. This usually means that a particular biller requires you to update your banking information with them online. When this happens, your switch will show an "Action Needed" status where you can click on the Edit icon in the Actions column to see the details of the action you need to take.

Does ClickSWITCH work with direct deposit?

Yes. Indicate the type of direct deposit you want to switch and complete the required information. Please note: some employers and government agencies require direct deposit

switches be completed directly with them. In these cases, they may not accept our switch request, in which case you will want to reach out to them directly.

[Which address should I use for my biller?](#)

A number of billers are included in our system. If we do not have a biller's address, please use the address that is indicated on the payment confirmation or statement the biller sends you. You can also find most billers' payment addresses displayed in the Help or Contact Us areas of their websites.

[Can I switch a payment if I don't have the billing information?](#)

You need at least some billing information to switch the payment, as billers require certain information to confirm your identity and complete the switch. Your name, biller's name and account number are required. For some billers, an address and phone number will populate automatically; however, if the biller is not in our database, we'll need you to provide the biller's address and phone number as well.

[What if my switch isn't completed and I miss a payment?](#)

Monitoring your switch status is an important part of moving your account. It is advisable to keep enough money in your old account to cover each payment until the switch status for that payment has changed to "Completed," or you've confirmed with your billers that your payment account information is updated in their systems.

[Is ClickSWITCH secure?](#)

Yes! ClickSWITCH uses the latest in online encryption protection to gather and store your switch information. Additionally, our mailing facilities adhere to the highest industry standards with regard to security of your personal information.

[How do I get help setting up my switches or with technical difficulties?](#)

Contact a Member Service Representative at Eagle Federal for assistance by calling [225-927-1900](tel:225-927-1900) or [888-281-8485](tel:888-281-8485) or visiting any branch.