

# Financial Services FAQ:

## How do I request money from my account?

Send a letter on church letterhead (if applicable) that includes the account number and amount requested and has been signed by a church representative by:

Email: agoedert@umfwnc.org and djohnson@umfwnc.org

Fax: (980) 422-0390

Mail: United Methodist Foundation of Western NC 13816 Professional Center Drive Suite 100 Huntersville, NC 28078

Checks are processed every Wednesday and a check will be mailed to the address on record. We also send funds via ACH on the 15<sup>th</sup> and last day of the month. If you would like your funds to be sent via ACH, please send a copy of a voided check along with your distribution request letter. Once we receive your request, a member of our staff will call you to verbally confirm the banking instructions. Since the ACH is actually processed a few days before the effective date, please make sure we receive your request early.

#### Who is authorized to request money from my account?

We realize that church staff and laypersons change, so we will accept a distribution request signed by any current staff member or appropriate layperson such as the treasurer or finance team chair.

### How do I receive statements for my account?

The easiest way to receive statements is to access them online. We will set up a user ID and password so that you can go online and access statements at your convenience. Please email Amanda Goedert at <u>agoedert@umfwnc.org</u> if you would like to set up online account access. You will be given a user ID and password, along with instructions on how to access your account.

#### How do I deposit funds to my account?

Mail a check made payable to the United Methodist Foundation of Western NC to:

13816 Professional Center Drive Suite 100 Huntersville, NC 28078

Be sure to include your account number on the memo line of the check.