

## Banking Process for Bow River Bruins (BRBHA) with ATB Financial

Bow River Bruins have set up a standardized process for opening our team accounts going forward. This has been set up to alleviate some of the issues for our Team Managers and Team Treasurers setting the accounts up every season. Partnering with the ATB Financial in Crowfoot we have hopefully created a much quicker and more streamlined process.

### Step One – Bow River Bruins (BRBHA) to initiate the account reactivation with ATB Financial

Every Manager will be required to provide the following information to BRBHA administrator

Team Manager Name – Contact Phone Number – Email address

Team Treasurer Name – Contact Phone Number – Email address

BRBHA Administrator will provide ATB with a signed letter authorizing ATB to set up the accounts for the start of the season. These will be sent to ATB as each age group has completed their team formation.

**\*ACTION ITEM\*** Managers, please provide your chosen Team Treasurers ASAP to BRBHA Administrator through this google form: [Team Bank Account Form](#)

### Step Two – ATB Financial will begin the process of reactivating the team accounts

An ATB Associate will reach out to all the individual Team Managers and Team Treasurers to obtain the required information using the contact list provided. This can include personal details and ID verification.

Existing Signing Authorities – Associate to contact and confirm all existing information is correct

New Signing Authorities – Associate to contact and obtain all required information in person or over the phone/electronically

### Step Three – ATB will reactivate all required team accounts

ATB will create all required paperwork for each Team and Signing Authority and set up appointments for signatures – these can be done together or separately. Once both Manager and Treasurer have signed ATB will activate the account and set up online access.

The Team Manager will be set up on the online account first and then will be required to sign in and add the Team Treasurer as they will not be able to send funds until this step is completed.

## FAQ

- I'm not comfortable providing personal information over the phone/electronically?

*No problem, you can make an appointment to meet with someone at the branch.*

- Can accounts or online access be set up with only one signer?

*No – All accounts will be required to have 2 signature authorization for any access to funds*

- Can accounts be set up with 2 people from the same household (Spouses/partners) as signers?

*No – going forward BRBHA will not allow this to happen, ATB will be helping prevent it as well*

## ATB Account Operation during the season

Accounts are set up with online access with dual authorization.

At the beginning of the season Team Managers will be required to sign in to their Online Banking and add their Team Treasurer as the secondary signer. You will not be able to send e-transfers until this step is completed.

Throughout the season, e-transfers will be used to pay for your team expenditures, for example tournaments, reimbursement for expenses, payment of additional training items, and cash call return. Either the Team Treasurer or Team Manager can initiate an e-transfer, but the other will need to authorize it in order for it to be sent.

At the end of the season, BRBHA admin will reach out to team managers to advise that accounts will be closed with a set deadline to process all outstanding items. Teams are expected to leave the accounts with a \$0 balance at that time and need to ensure all pending transactions are completed, statements have been printed and budgets are updated if needed. If an account is not left with a \$0 balance or has outstanding transactions ATB will advise the Administrator and they will follow-up with that team's manager.

## FAQ

- How do I start the process of opening my teams account?

*Hang tight – BRBHAs administrator will start that process with ATB – an ATB associate will reach out to you once they have started the process.*

- Can we order cheques on the account?

*No- ATB has provided online access with dual authorization so cheques are no longer needed*

- Can we have a Debit Card issued for the account?

*No - As 2 signatures are required to access funds a debit card cannot be issued*

- Will we receive paper statements on the account?

*No - We have set the accounts to be E-statements only – you can print statements anytime online*

- What happens if we do more than 15 transactions in a month?

*After 15 transactions there is a small fee for each additional transaction – a best practice would be to split the transactions over 2 months if you think you need to process more than 15*

- How do I set up my Treasurer for their Online banking profile?

*Please visit: <https://www.atb.com/resources/support/help/how-to-edit-roles-on-atb-business/>*

- What about returning the Cash Call at the end of every season?

*ATB has agreed to absorb the fees associated with returning the cash calls as this will take more than 15 transactions as a show of good faith*

- I can see the previous Managers and Treasurers names when I sign into online banking – can they access the accounts still?

*No – We are required to keep names associated with the account on file in case anything needs to be audited or researched at a later date.*

- Do I need to go into the branch to close the account?

*No - Our administrator will send authorization to close all accounts and remove online access, please make sure you have a \$0 balance within 30 days of the end of season*