

Frequently Asked Questions About Mutual of America's Electronic Funds Transfer (EFT)

Will my bank accept EFT deposits?

EFT transactions can be made to banks and credit unions located within the United States that have an ABA routing number, a nine-digit number identifying the bank, which appears in the bottom left corner of preprinted checks. EFT cannot be made to a prepaid debit card account.

How soon can EFT begin?

If we receive your EFT application at least ten days prior to the next scheduled payment, an EFT will become effective with that payment. If we receive your application less than ten days before the next scheduled payment, the EFT will generally begin with the following payment.

What is the fee for using EFT?

Mutual of America charges no fees for EFT transactions. You may incur transaction fees from the bank, however. Mutual of America reserves the right to charge a fee for this service in the future. We will notify you prior to implementing such a fee.

How will I know that a payment has been directly deposited into my bank account?

You can call your bank, log in to your online bank account or check your ATM to confirm receipt. If the payment is sent to your checking account, it should appear on your next monthly bank statement. If the payment is sent to your savings account, your bank may send you a credit advice. You may wish to ask your financial institution about its procedures.

What if I would like to authorize EFT for two different accounts at different banks?

Complete one EFT application for each account. EFT may be authorized for no more than two accounts.

Why do I need to submit a blank (voided) personal check?

A voided check will confirm your account and ABA numbers and help ensure your EFT is established correctly. For your protection, we require an original check and do not accept copies.

What if I have a savings account?

To authorize an EFT to a savings account, you must include with your application a copy of your bank statement; or a deposit slip with your name preprinted on the slip; or a bank document that

includes the names of the account holders, the name of the bank, the ABA routing number and your account number.

My spouse and I have a joint bank account, but the EFT payments are from my plan/contract. Does my spouse still have to sign the EFT application?

All parties on the bank account must sign the authorization agreement.

What if I change my bank or want my payments to go into a different account?

Simply complete a new EFT application. Generally, the change will become effective with your next payment if your application is received at least ten days prior to that scheduled payment date.

Can I make EFT transfers to someone else's bank account?

EFT transfers can only be made into the account(s) of the Mutual of America product owner.

How do I begin EFT?

Complete the Electronic Funds Transfer Agreement on the reverse side and return it to Mutual of America along with your voided check or other bank documentation. You will receive a confirmation from us once your EFT is established.

What if I want to stop using EFT?

Complete a new EFT form and check the box labeled "Revocation." If we receive your notice at least ten days in advance of your next scheduled payment, the service will generally cease as of that payment. If we receive your notice less than ten days before your next scheduled payment, the revocation generally goes into effect with the following payment.

Where do I mail my completed form?

Please return your completed form to Mutual of America Financial Group, P.O. Box 20011, New York, NY 10011.

What if I still have questions?

If you have questions regarding EFT, please call 800.468.3785, Monday–Friday from 9:00 a.m. until 9:00 p.m. ET.

Mutual of America Electronic Funds Transfer Agreement

Please return this form to Mutual of America Financial Group, P.O. Box 20011, New York, NY 10011. If you have questions, please call 800.468.3785.

- New Authorization Revocation of Authorization Change Bank/Account Information

Owner of Mutual of America Contract:

Last Name	First Name						M.I.
Address	City				State	Zip	
Customer Identification (CID) Number	Telephone Number (optional)						

Depository (Bank or Credit Union) Information: (Deposits cannot be made to a foreign bank)

Bank or Credit Union Name	
Bank Routing Number (9 digit)	Account Number
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Account Type (check one):

☐ Checking [You must attach a voided, original preprinted check with name(s) of account holder(s)]*

☐ Savings [You must attach an account statement or deposit slip with name(s) of account holder(s) preprinted on the slip]**

**If you do not have preprinted checks with your account, you must provide a bank document that contains the names of the account holders, the name of the bank, ABA routing number and your account number. Starter checks, deposit slips, direct deposit set-up forms and photocopies of a check will not be accepted.*

***If you do not have your bank statement or preprinted deposit slip, you must provide a bank document that contains the names of the account holders, the name of the bank, ABA routing number and your account number.*

John Doe
123 Main Street
Anytown, USA 11234

Pay to the Order _____

First National Bank
New York

[123456789] [5325325325321] 0123

0123

_____ Date

_____ Dollars

↑

Routing Number

↑

Account Number

 Authorization:

I (the Account Owner(s) who has signed below) authorize Mutual of America Life Insurance Company to initiate electronic funds transfer to or from my account set forth above and, if necessary, to make additional transfers to or from such account to correct any transaction made in error. I agree to release Mutual of America from all liability and to indemnify the same from any and all losses, damages or costs for acting in good faith in accordance with any EFT instructions given hereunder. In no event shall Mutual of America be liable for consequential damages, losses, expense or cost arising out of my instructions, provided that it institutes reasonable procedures to prevent unauthorized transactions.

This authority will remain in full force and effect until Mutual of America has received a completed form revoking these instructions and Mutual of America has been afforded a reasonable opportunity to act on such instructions.

 Revocation:

I hereby revoke my previous authorization allowing Mutual of America to transfer money to or from the account detailed above. I understand that I can no longer authorize withdrawals to be deposited to the above account. I can only reinstate this authorization by completing a new Electronic Funds Transfer Agreement and mailing it to Mutual of America.

Signature(s):

All parties on the bank account must sign the authorization agreement.

Account Owner Signature	Date
Joint Account Owner Signature	Date