
Banking Advice for Not-for-Profit Account Holders

How to Bank Online during COVID-19

FOCA has been asked by our member Associations who require two signatures on their Association cheques, how they can continue to function during the pandemic, when Association executives may be isolating in different parts of the province.

The following information was collected in conversation with the Royal Bank of Canada in early May 2020, as well as conversations with members. You should check with your own bank to confirm their specific process, but the following may provide a guide.

1. Choose a signatory for electronic banking. It is suggested that this individual be the one that receives payments and invoices for the association OR the person who has easy access to the location where payments and invoices are mailed.

2. Book a telephone banking meeting. Appointments can usually be made via the banking website or via phone. It is not always necessary to have both signatories on the phone for the meeting with the bank, but check in advance when you are making the appointment.

During the telephone meeting with the bank, the representative can assist with establishing online banking for the account, and they should also be able to make the changes for the designated signatory.

3. Mandatory letter designating the individual who will be performing the online banking. In any event, it will be mandatory to have a letter sent to the bank to allow for the changes to be finalized.

See a sample letter on the next page.

In the event that there are two signatories, the bank may accept a letter that allows for one person to be the designated online banking representative. This means that the designated person will be able to pay bills, and to use the electronic deposit function.

How to sign and send the mandatory letter: the bank may accept a scanned copy. In order to avoid the time delay that providing original signatures will incur; one signatory can sign and scan the letter, and then email that scanned copy to the other signatory for his/her signature. The final copy with both signatures would be sent to the bank representative by email.

Alternately, some banks may use inter-office mail to forward the letter between locations, but each signatory would need to attend in-person at a local branch, with identification, to complete the signing process in stages.

Sample Letter

To Whom It May Concern

The account holders for the _____ (lake association or road association name), Account Number: _____ agree that _____ (name of the designated person) will be the authorized signatory for electronic banking. _____ (name of designated signatory) will be permitted to have access and be permitted to perform electronic banking on our behalf.

Signed by: (both account holder signatories)

Signature

Signature

Date

Date