

How will the new lockbox solution benefit my company?

Our new solution delivers best-in-class capabilities, processing quality and access to accurate and timely information about your receivables.

Can't I just continue to use eRemit instead of switching?

Independent Financial is moving all of our clients to our new an improved, best-in-class solution with an industry-leading lockbox provider. As a result, our lockbox site with eRemitt is closing soon.

What will the transition require of me and my team?

Independent Financial will work with you and your team throughout the transition to provide support, materials and information in each step of the transition. At a high level, you and your team will need to:

- Review and approve your lockbox instructions
- Notify your customers of your address change
- Participate in web training

Will my lockbox number or customer payment mailing address change?

Yes, you will have a new P.O. Box number and mailing address for receipt of customer payments. In a few weeks, we will provide your new P.O. Box number and mailing address, information about how to communication these changes to your customers and a sample customer notification letter.

When will I receive my new P.O. Box information?

Once we have reviewed your lockbox instructions with you, we will email the new P.O. Box information one month before going live.

What if I want to make changes to my lockbox processing instructions?

During the transition, we will talk you through your instructions and assist you in making the desired changes.

What if my customer mails something to the new address before the transition date?

If a customer sends a payment to the new address before the transition date, those payments will be RETURNED TO SENDER.

What if my customers continue to send payments to the old address – will you forward my mail?

We will forward any payments received at the old address to the new P.O. Box and mailing address via overnight courier for the 90 days following your move to the new lockbox platform.

Will I still have access to the same lockbox reports and information?

We will continue to provide you with the lockbox deposit information you need to process and apply your receivables with more powerful reporting and transition search capabilities. Our new solution also offers optional new service features that can further streamline your receivables processes.

What kind of training is available?

We will offer web-based training sessions that will focus on how to use the online portal to access lockbox information, check and document images and research payments. A training schedule will be sent ahead of time.

Are you going to increase my prices?

Although we are adjusting our services to more closely align with standard industry pricing, we are working to minimize any increase in fees at this time.

What if I have additional questions?

Contact the Independent Financial Lockbox team at LockboxSolutions@IFinancial.com or contact your Treasury Solutions Officer.