

## Delivery Instructions FAQs

The Entrust Group has entered a new banking relationship with U.S. Bank which will impact wire and ACH delivery instructions. Below, find our most frequently asked questions about this change.

### Q: Who will be impacted by this change?

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**A:** The change only impacts clients who have setup automatic payments of funds via ACH or Wire Transfer to be deposited in their account. Please note, if you have renters, promissory notes or any other investments that receive periodic payments, you would need to provide the payer with our new [Delivery Instructions](#).

### Q: When is the deadline to make this transition?

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**A:** Effective May 30th, all payments should be sent out to U.S. Bank using our new Delivery Instructions.

### Q: What happens if I send payments to Union Bank after May 30th?

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**A:** Payments made to our old Union Bank Delivery Instructions will still be honored for a short period of time following May 30th, however, we ask that you begin using the U.S. Bank [Delivery Instructions](#) as soon as possible to ensure timely delivery of payments to your Entrust IRA.

### Q: Do I need to take action if funds are being deposited into my account via ACH?

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**A:** Yes, you will need to provide the new [Delivery Instructions](#) to the sender of the funds. In addition, you will need to submit a completed Entrust [Deposit Coupon Form](#) so we know how to credit your IRA when the funds arrive.

### Q: Do I need to take action if my borrower wires funds to Entrust?

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**A:** Yes, you will need to provide the attached new [Delivery Instructions](#) to the sender of the funds. In addition, you will need to submit a completed Entrust [Deposit Coupon Form](#) so we know how to credit your IRA when the funds arrive.

### Q: Do I need to take action if my tenant mails their rent check to Entrust?

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**A:** No, there is no action for you to take. All checks should continue to be made payable to: “Client Account # The Entrust Group, Inc. FBO Client name” and sent to our office in Oakland, California.