



## Switching your account to WestStar Bank is as easy as 1-2-3!

To get you started, we've provided an easy-to-use "switch kit" with information and links to various utilities, direct deposit forms, and financial institutions as well as a step-by-step overview of the process.

1

To open your WestStar Bank account please visit any of our convenient locations, call our Customer Services Center at 915-532-1000, or visit [weststarbank.com](http://weststarbank.com) to open your account online.

2

Once your WestStar Bank account is opened, switch your direct deposits and any automatic debits or payments to your new account. Use our helpful links to quickly find the forms and information you need for each debit or payment or how to contact the companies directly. You are always welcome to contact our friendly staff to assist you in filling out the forms or answering any questions you may have.

3

Close your old account. Once your direct deposits and/or automatic debits or payments are transferred, you will need to close the accounts at your previous financial institution(s). Allow any outstanding checks and automatic withdrawals to clear and leave enough money in the accounts to cover the transactions. Once the account(s) are no longer active, verify all automatic debits and direct deposits are redirected to your new account before closing them. When you receive your new ATM/debit card and checks from us, destroy all checks, cards, and deposit slips from your previous financial institution(s).

**That's it!**

Just three easy steps to switch to WestStar!

## Utilities

### El Paso Electric Company

<http://www.epelectric.com/tx/residential/bank-draft>

Mail form(s) to:

El Paso Electric

Billing Dept. (Loc. 153)

P.O. Box 982

El Paso, Texas 79960

Or, call in Texas: (915) 543-5970

In New Mexico: (800) 351-1621

### City Of Las Cruces - Utilities

<https://www.las-cruces.org/1238/More-Ways-To-Pay>

Mail payment(s) to:

City of Las Cruces

Finance/Cashier

PO Box 20000

Las Cruces, NM 88004-9002

### El Paso Water Utilities

[https://www.epwater.org/customer\\_service/pay\\_my\\_bill](https://www.epwater.org/customer_service/pay_my_bill)

Mail payment(s) to:

El Paso Water Utilities

PO Box 511

El Paso, Texas 79961-0001

### Dona Ana Water

<https://www.dawater.org/payment-options>

Mail payment(s) to:

Dona Ana Mutual Domestic Water

P.O. Box 866

Dona Ana, NM 88032

Or, call: (575) 526-3491

### Moongate Water

<http://moongatewater.com/billpay.html>

Mail payment(s) to:

Moongate Water

P.O. Box 243

Organ, NM 88052

Or, call: (575) 382-7001

### Texas Gas Service

<https://www.texasgasservice.com/payment-options/payment-options>

Mail payment(s) to:

Texas Gas Service

P.O. Box 219913

Kansas City, MO 64121-9913

Or, call: (800) 700-2443

### Zia Natural Gas Company

<http://www.zngc.com/~zngc/wp-content/uploads/AccessMyAccount/EFT-AUTHORIZATION-APPLICATION-2011.pdf>

Mail form(s) to:

Dona Ana County Office

3700 W. Picacho Ave.

Las Cruces, NM 88007

Or, call: (575)526-4427 or 1-800-453-5546

Fax: (575)523-4945

## Other Helpful Numbers

### AT&T & DIRECTV

[https://www.att.com/support/topic/my-account/topic\\_billingpayments1-topic\\_viewpaybill-topic\\_autopaypa\\_perlessbill/](https://www.att.com/support/topic/my-account/topic_billingpayments1-topic_viewpaybill-topic_autopaypa_perlessbill/)

Or, call: (800) 288-2020

### Xfinity by Comcast

<https://www.xfinity.com/bill-pay>

Or, call: (800) 934-6489

### DISH Network

<https://my.dish.com/support/ways-to-pay>

Or, call: (800)333-3474

### El Paso Times

<http://elpasotimes.com/>

Or, call: (915) 546-6200

### Las Cruces Sun News

<http://www.lcsun-news.com/>

Or, call: (877) 321-0015

### T-Mobile

<https://www.t-mobile.com/support/account/autopay>

Or, call: (800) 866-2453

### Spectrum

<https://www.cabletv.com/spectrum/phone-number>

Or, call: (855) 707-7328

### Verizon

<https://secure.verizon.com/vzauth/UI/Login>

Or, call: (800)922-0204

## Direct Deposit

### Civil Service

Mail form(s) to:  
OPM Retirement Operations Center  
Attn: Correspondence Center  
PO Box 440  
Boyers, PA 16017-0440  
Or, call: (888) 767-6738  
Complete online: <https://www.servicesonline.opm.gov>.

### Department of Defense (DOD)

<https://www.dfas.mil/retiredmilitary/newsevents/news/bankchanges/>  
Fax to: (800) 469-6559  
Mail form(s) to:  
DFAS,  
U.S. Military retired Pay  
8899 E 56th Street  
Indianapolis, IN 46249-1200  
Or, call: (800) 321-1080

### Railroad Retirement

To update online visit:  
<https://www.servicesonline.opm.gov>  
By form:  
<https://www.rrb.gov/default/files/2017-05/SF1199A-12a.pdf>  
Mail form(s) to:  
U.S. Railroad Retirement Board  
Attn: Direct Deposit Specialist  
844 North Rush Street  
Chicago, IL 60611

To change Direct Deposit call the nearest Railroad Board office: Albuquerque, NM (877) 772-5772

### Social Security

Create a SS Account: <https://www.ssa.gov/myaccount/>  
For El Paso area –  
Visit:  
Social Security Office  
11111 Gateway West Blvd  
El Paso, Texas 79935

For Las Cruces area –  
Visit:  
Social Security Office  
2141 Summit Ct.  
Las Cruces, NM 88011  
Or, call: (800) 772-1213  
Or call Direct Express hotline: (800) 333-1795  
Bank Assist Enrollment:  
<https://godirect.gov/gpw/enrollment/>

### Teachers Retirement

[https://www.trs.texas.gov/TRS%20Documents/orm\\_278.pdf](https://www.trs.texas.gov/TRS%20Documents/orm_278.pdf)  
Mail form(s) to:  
Teachers Retirement  
1000 Red River Street  
Austin, Texas 78701-2698  
Or, call: (800) 223-8778

### New Mexico Educational Retirement Board

<https://www.nmerb.org/wp-content/uploads/2020/06/Authorization-Agreement-/or-Direct-Deposit.pdf>  
Mail form(s) to:  
New Mexico Educational Retirement Board  
P.O. Box 26129  
Santa Fe, NM 87502-0129  
Or, call: (505)827-8030  
Fax: (505)827-1855

### Veterans Affairs (VA)

[https://www.va.gov/healthbene/its/vtp/publications/hhs\\_1199a\\_Direct\\_Deposit.pdf](https://www.va.gov/healthbene/its/vtp/publications/hhs_1199a_Direct_Deposit.pdf)  
<https://www.ebene/its.va.gov/ebene/its/homepage>