



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.

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 Once the account(s) are no longer active, verify all automatic debits and direct deposits are redirected to your new account before closing them.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

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/

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
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.ebene/its.va.gov/ebene/its/homepage>