

HIGHLANDER OIL & GAS

Direct Deposit/ACH Frequently Asked Questions

After turning in my Direct Deposit Authorization Form, how long do I have to wait before I begin receiving my distributions by Direct Deposit?

From the time you submit your request, please allow 60 days for the first electronic distribution to begin. For the security of your bank account information, the ACH set-up process is managed by a limited number of employees. Incomplete forms will cause delays; please include your owner number. You will receive notification (by email if provided by owner, or alternatively by postal mail) that your account has been set up for Direct Deposit. The notification will also outline how to login to retrieve your ACH revenue payment detail.

Will you test my bank account setup to ensure accuracy prior to transmission of funds?

Yes. Based on the account information included in your Direct Deposit Authorization Form, we'll submit a pre-note in the amount \$0.00 to your bank to verify the banking routing number, your bank account, and account type.

Can I direct funds to more than one bank account?

No. We can only make deposits into one bank account for each owner number.

Can I direct funds to be deposited in the account of another person or into a joint account?

You may direct funds to be deposited into any bank account for which you're a registered owner. It can be an account owned solely by you or an account owned jointly with others. We cannot deposit funds into an account for which you have no authority or ownership.

Can I direct funds to be deposited into a bank account in a foreign country?

No. We offer direct deposit into U.S.-based accounts that accept ACH transfers only.

When will the funds be deposited?

Funds will be credited to your bank account on or before the 25th of the month.

What if my Direct Deposit account information changes?

Notify us with a new Direct Deposit Authorization Form. We will inactivate your original direct deposit instructions while the new instructions are being processed and tested. If a distribution occurs while the new instructions are being processed, we'll process your distribution via ACH based on the new instructions. However, if the banking information is incorrect and the ACH distribution is returned, you will receive the distribution in future months via check, until you submit your corrected bank account information.

How do I discontinue Direct Deposit?

Please submit cancellation requests in writing. Notify us by sending a written notice to highlanderOR@highlanderog.com. Your cancellation request must include your owner number, name, and address for the request to be completed. Please allow 60 days' notice for processing your cancellation requests.

Remember: All direct deposit/ACH forms must include your owner number. If you don't include this information, setup of your direct deposit/ACH request may be delayed.