



Switching your deposit account to Brex Cash within Amazon.

To activate instant payouts, you will need to switch your deposit method within Amazon to your Brex Cash account. However, because switching your deposit method is typically a fraud trigger for Amazon, you may be required to go through additional seller verification.

We have a few tips that may help you avoid this issue:

- Contact Amazon seller support and seller performance to inform them of the change you are planning to make. They may do verification upfront, and prevent many issues later on.
- Be sure the name on your Amazon seller account and Brex Cash account are the same. Inconsistencies in spelling, or adding middle names, may cause verification issues.
- Avoid changing your deposit method within two days of the end of your Amazon statement period.
- Do not switch your deposit method on your mobile browser.

We also have step-by-step instructions for you to follow:

1. Login to your account > Help > Get Support > Selling on Amazon.
2. Describe your desire to switch your deposit method. Here is sample text that has worked for sellers in the past.

"Hello,

We are going to change the account in sellercentral to a new account. Before doing so, we wanted to notify you and confirm the switch before we make it. Please let us know if there are any issues with the change. We will wait for your confirmation before making the change. "

3. Click "issue not listed" > "account related" in order to be connected with the right associate.
4. Use email to receive updates & make sure to **save the case ID #**



5. If you have an account customer rep (if you pay \$5k/month), you can also notify them of the upcoming change via email.
6. Continue to follow-up & check for responses. They will typically simply give you instructions on how to successfully change your account. This is when you should make the change, as it is noted & confirmed with the service representative.
7. You will receive an account notification that the update to the bank was made. No action needed.
8. Watch the account closely for notifications, suspensions, etc. If something happens, it should be something that can be resolved quickly since the case was submitted and acknowledged by them.