



John A. Stephen
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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICES

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****DIRECT DEPOSIT INFORMATION****

The New Hampshire Division of Child Support Services (DCSS) is pleased to offer you a child support payment convenience – Direct Deposit. With this service your child support payment is electronically deposited directly into your checking or savings account. You do not need to change banks to take advantage of this service. Direct Deposit will help you in many ways, such as:

- ❖ Faster access to your child support
- ❖ Eliminating the possibility of lost, stolen, or forged checks
- ❖ Fewer trips to the bank
- ❖ Saving time depositing checks
- ❖ Deposit of your child support to your account even if you are away from home

To enroll in the Direct Deposit Program, complete Section 1 of the enclosed Direct Deposit Authorization Agreement (Agreement), and take it to your bank or financial institution so they may complete Section 2. Once both you and your bank have completed all the requested information and signed the Agreement, mail it in the preaddressed envelope to Department's Office of Finance. Please do not return the Agreement to your Child Support District Office, as it will unnecessarily delay processing your request. If the envelope is missing, please mail the Agreement to:

Department of Health & Human Services
Office of Finance – Child Support Unit (DDP)
129 Pleasant Street
Concord NH 03301-3857

Please be advised, for your protection, DCSS will **not** process Direct Deposit requests unless Section 2 has been completed and signed by your financial institution representative.

On the reverse of this letter is a list of Frequently Asked Questions about Direct Deposit. If you have any questions or need assistance, please contact NH DCSS Customer Service at 603 271-4427.

CSS PR 04-06

New Hampshire Child Support Direct Deposit Program

-FREQUENTLY ASKED QUESTIONS-

What is Direct Deposit? Direct Deposit, also known as Electronic Funds Transfer or EFT, allows the New Hampshire Division of Child Support Services (DCSS) to electronically deposit your child support payments directly into your bank account. Direct Deposit enables you to receive your child support payments in the most convenient, safe, and prompt way possible. The DCSS Office of Finance Direct Deposit Unit manages the DCSS Direct Deposit Program

Why should I sign up for Direct Deposit? You will receive your money faster because mailing is eliminated. Moreover, your checks cannot be lost or stolen.

How does Direct Deposit work? DCSS electronically 'tells' your bank to credit your account. In most instances, your account will be credited within two business days after DCSS disburses the payment from your case.

When will my Direct Deposit start? You should expect it to take approximately 15 to 30 days from the date DCSS receives your written request.

What if I change account numbers or banks? In most instances, you must complete a new authorization form each time your banking information changes. It often takes the same amount of time to switch accounts as it does when you first set up an EFT deposit account. During that interim period you will receive paper checks. Upon occasion, the bank notifies DCSS of account number changes, and when possible DCSS will make the account change for you. Again, you would receive paper checks during the changeover period.

How do I stop or close Direct Deposit? Notify your bank that you wish to have your EFT account closed, and at the same time, you must notify the Direct Deposit Unit *in writing*, to the address printed below. This will avoid delays in receiving your payments. Please be sure to include your Child Support case number(s) and your Social Security number for identification purposes. Once the account is closed you will resume receiving paper checks.

How many Direct Deposit accounts can I open? You may only have one Direct Deposit account with DCSS at a time. All payments (whether you have one or more child support cases) will go into that one account until Direct Deposit is stopped.

Who can sign up for Direct Deposit? All Child Support Custodial Parents or caretakers who have a bank or other financial institution account in their name can sign up for Direct Deposit.

How do I know when I've received a payment? To learn if a payment has been credited to your account, you may contact your bank or the DCSS toll free Voice Response service 24 hours a day, 7 days a week, at 800 371-8844.

Are there problems with Direct Deposit? Direct Deposit is safe, confidential, convenient, and fast. Problems with Direct Deposit are rare, in fact statistics indicate that the chance of having a problem with a check are twenty times greater than with Direct Deposit.

What do I do if my address changes, but I keep the same bank account? You must report address changes in writing to your DCSS Child Support Officer. Failure to do so could result in loss of important information from DCSS regarding your child support case or your direct deposit account.

How do I sign up for Direct Deposit? Complete the Child Support Direct Deposit Authorization Agreement and take it to your bank or financial institution for account information verification. Mail the completed Authorization Agreement form in the self addressed envelope provided. If the envelope is missing, mail the completed Agreement to:

Department of Health & Human Services
Office of Finance - Child Support Unit (DDP)
129 Pleasant Street
Concord NH 03301-3857

NOTE: The completed Authorization Agreement contains confidential information, and for that reason, it is recommended that you personally mail the Agreement to the above address. If you have any questions, contact your financial institution or DCSS Customer Services at 603 271-4427.