

## Direct Deposit Authorization

Please complete and sign the form below.  
The enrolled bank account **MUST** be in the Custodial Parent's name

### BANK INFORMATION

Bank Name

Bank Address

Account Type  
(Select One)

CHECKING

SAVINGS

Account Number

Routing Number

Please check and attach ONE of the following:

(Direct Deposit request will not be processed without proper documents)

- Voided check with my name and bank account number preprinted by the bank (**Starter/Counter checks are not acceptable**)
- Deposit slip with my name and bank account number preprinted by the bank
- Copy of my bank statement with my name and bank account number preprinted by the bank
- Account Verification Form prepared by my bank with my name and bank account number preprinted

I hereby authorize the Division of Child Support Enforcement to make deposits to this bank account until I cancel this authorization.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Revised July 2015

VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES  
DIVISION OF CHILD  
SUPPORT ENFORCEMENT  
Division of Child Support Enforcement  
EFT Disbursement Unit  
P.O. Box 586  
Richmond, VA 23218-0586



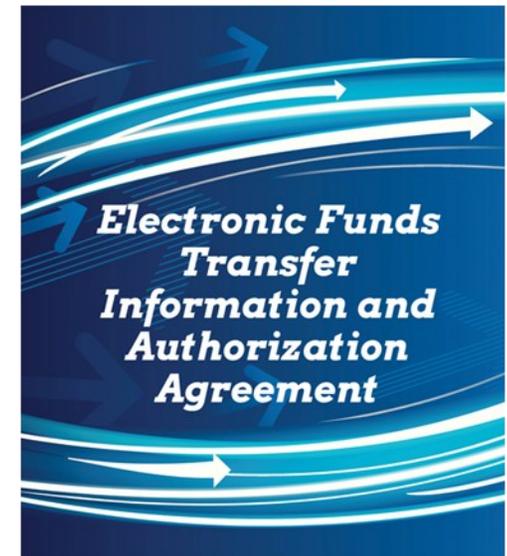
COMMONWEALTH OF VIRGINIA



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

DIVISION OF CHILD  
SUPPORT ENFORCEMENT

## CHILD SUPPORT ENFORCEMENT



People helping people triumph over poverty,  
abuse and neglect to shape strong futures for  
themselves, their families and communities

1-800-468-8894  
www.dss.virginia.gov

# Convenient, Secure, Reliable...

## Authorization Agreement for EFT Child Support Payments

### Custodial Parent's Information

\_\_\_\_\_  
Name

\_\_\_\_\_  
Social Security #

\_\_\_\_\_  
Current Home Address

\_\_\_\_\_  
Mailing Address (leave blank if same as home)

\_\_\_\_\_  
Home Phone

\_\_\_\_\_  
Work Phone

\_\_\_\_\_  
Cell Phone

### EFT Request

*Please allow DCSE 15-30 days to process your Direct Deposit request and 30-45 days to process your EPPICard*

#### NEW

- \_\_\_\_ Direct Deposit (complete the form on the back)  
\_\_\_\_ Virginia EPPICard (visit [www.EPPICard.com](http://www.EPPICard.com) for more details)

#### CHANGE

- \_\_\_\_ Switch from Direct Deposit to EPPICard  
\_\_\_\_ Switch from EPPICard to Direct Dep. (complete the form on the back)  
\_\_\_\_ Change bank accounts (complete the form on the back)

#### CANCEL

- \_\_\_\_ Cancel my Direct Deposit  
\_\_\_\_ Cancel my EPPICard (for Child Support Payments Only)

*I hereby authorize the Division of Child Support Enforcement to make the requested changes above. My requested payment method will remain in effect until I cancel or change this authorization.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

#### What is Electronic Funds Transfer (EFT)?

When you enroll in Direct Deposit or the Virginia EPPICard, the Division of Child Support Enforcement will deposit your child support payment directly into your bank account or load onto your EPPICard.

#### How does EFT Work?

When a payment has posted to your child support case, DCSE electronically tells the bank to credit your account or your EPPICard. In most instances, your funds are available for use within two (2) business days after DCSE applies the payment to your case.

#### Who can sign up for EFT?

Every Child Support Custodial Parent is eligible for Direct Deposit or the EPPICard. Direct Deposit enrollment requires the Custodial Parent to have a bank account in their name.

#### Why should I sign up for EFT?

- **Convenient:** No more trips to the bank
- **Secure:** No lost or stolen checks
- **Reliable:** Funds are available sooner (usually within 2 days)

#### How do I sign up for EFT?

Complete and sign the authorization agreement. You can mail or fax the completed form to:

**Virginia Department of Social Services**  
**Division of Finance / SDU**  
**Attn: EFT Disbursement Unit**  
**P.O. Box 586**  
**Richmond, VA 23218-0586**  
**Fax: 804-726-7955**

For Direct Deposit enrollment you must include preprinted bank documentation (check, deposit slip, bank statement, or verification form). Do **not** email the form as email is not a secure means of transmitting account and routing information.

#### When will I start receiving my payments electronically?

DCSE will notify you when your request is set up. Direct Deposit will start 15 days after pre-notification. EPPICard payments will start loading 30-45 days after we receive your request.

Revised July 2015

#### What if I already have a Virginia EPPICard?

We can load your payments onto your already established card, just complete the Authorization Agreement and return it to us. Please be sure your card is activated by calling the **EPPICard Customer Service** toll-free number: **800-961-8423**.

#### Can I cancel or switch my EFT services?

Yes. You must notify DCSE in writing. Just complete a new authorization form each time you change your status or banking information.

#### What if I change or close my bank account?

You must complete a new authorization form each time you change your banking information. If you want to close your account, you should first stop Direct Deposit to avoid delays in receiving your payment.

#### Can I have my child support payment deposited into my bank account and on my Debit Card?

No. A Custodial Parent can only have **ONE** type of EFT at a time. All payments will go into your Direct Deposit account **OR** onto your Virginia EPPICard until it is stopped.

#### 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 you may also call DCSE's toll free Interactive Voice Response System, 24 hours a day, 7 days a week at **800-468-8894** or the EPPICard Customer Service toll free number at **800-961-8423**.

#### What if I closed my DCSE case(s) a while back and recently reopened it?

The payment information we had on file at the time your case was closed will remain in effect until you complete the attached Authorization form. If you enrolled in Direct Deposit, please be sure your bank account is **OPEN** and **ACTIVE**.

**For further information please call either your local DCSE office or DCSE's Customer Service Unit at:**

**Phone: 1-800-468-8894**

**Web: <https://www.dss.virginia.gov/family/dcse/>**

**Virginia EPPICard Customer Service: 1-800-961-8423**

**Website: [www.EPPICard.com](http://www.EPPICard.com)**