

**DIRECT DEPOSIT
AUTHORIZATION STATEMENT**

-SAMPLE ONLY-

I authorize the Division of Child Support Enforcement (DCSE) to deposit my child support payments directly into my checking or savings account. **I authorize DCSE to adjust any over/under deposit it has made to my checking or savings account.** *I understand that DCSE will make a reasonable effort to notify me within one business day of when an adjustment is made.* I understand the deposit/adjustments will be made electronically by ACH transactions and I must allow the Federal Reserve two workdays from the disbursement date to have the funds available to my financial institution. I also understand the following: **It is my responsibility to provide correct routing and account information** for ACH transmissions by attaching a voided check, verified deposit slip or financial institution printout to my authorization. **I will immediately notify DCSE if my banking information changes.** I must include my name, social security number, and case number on all correspondence regarding direct deposit. **I must submit a new authorization form to change my direct deposit.** DCSE will pre-note the bank account I provide to verify my information. I understand that I will receive my child support payment via paper check while DCSE pre-notes my account information. *I can stop my direct deposit by providing written notification or contacting Customer Service.* **I must notify DCSE of any changes to my address.** *I authorize DCSE to update my mailing address on DCSE records to be the same as the home address provided on my application.* The Customer Service Unit - Automated Assistance Line (AAL) will provide the date DCSE disbursed my payment; I must verify with my financial institution when the payment is posted to my account and funds are available for withdrawal.

The mission of the Division of Child Support Enforcement is to promote family independence by reducing dependency of single parent households through the collection of monetary child support payments and medical support from non-custodial parents.

This mission is achieved through the effective use of paternity establishment programs, aggressive case processing, enforcement techniques, efficient collection and prompt distribution of support payments.

The Division of Child Support Enforcement operates a statewide Customer Service Unit and Automated Assistance Line (AAL) 24 hours a day, 7 days a week, by touch-tone phone.

The AAL provides pre-recorded information (in English & Spanish) including: Location & hours, application process, change of address, check replacement, information for employers, income withholding, license suspension, locating parents, passport denial, paternity establishment, payment information and tax intercept information.

When requesting case specific information, clients are asked to enter their case number on a touch-tone phone. Rotary phone users are instructed to stay on the line and will be transferred to the Customer Service Unit during normal business hours: Monday through Friday, 8:00 AM to 4:30 PM



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Child Support Enforcement

P.O. Box 12327
Wilmington, DE 19850

Customer Service/Automated Assistance Line

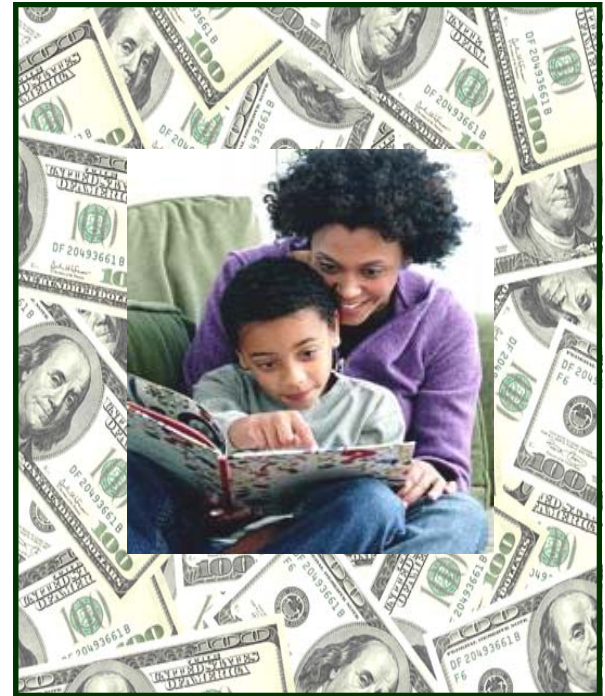
NCC	(302) 577-7171
KC	(302) 739-8299
SC	(302) 856-5386

Website www.dhss.delaware.gov/dcse



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Child Support Enforcement

**DIRECT
DEPOSIT**



***Direct deposit enables you
to receive your child support
faster than waiting for the
check to arrive in the mail!***

Division of Child Support Enforcement

Direct Deposit Information

What is direct deposit?

Direct deposit, also known as electronic funds transfer, allows the Division of Child Support Enforcement (DCSE) to electronically deposit your child support payments directly into your bank account.

Why should I sign up for direct deposit?

- You get your money faster because mailing your payment to your address is eliminated.
- You do not need to make extra trips to the bank or wait in long lines to cash your check.
- You won't have to wait for your deposit to clear.

How does direct deposit work?

When a payment is posted to your child support case, DCSE electronically notifies your bank to credit your account. In most instances, your account will be credited within two business days after DCSE applies the payment to your case.

Who can sign up for direct deposit?

Every child support custodial parent who has a bank account in their own name can sign up for direct deposit.

How many direct deposit accounts can I open?

For your Delaware child support payments, a custodial parent can only have one direct deposit account at a time.

All payments will go into that one account until direct deposit is stopped.

How do I sign up for direct deposit?

Obtain a direct deposit application form from any of the following locations:

1) DCSE Offices

- **New Castle County**
84A Christiana Rd.
New Castle, DE 19720
- **Kent County, Carroll's Plaza**
1114 S. DuPont Highway
Dover, DE 19901
- **Sussex County**
9 Academy St.
Georgetown, DE 19947

2) Online www.dhss.delaware.gov/dcse

Complete the application, including your bank account information (bank's routing number & your account number), attach a copy of a voided check or a savings account deposit slip, and mail everything to:

Division of Child Support Enforcement
P.O. Box 12327
Wilmington, DE 19850

When will my direct deposit start?

DCSE will notify you in writing when your direct deposit account has been activated. There will be a time lag between your submission of a direct deposit application and when your direct deposit account has been activated. If you have not heard from us by the 15th business day after you submit your application, please contact our Customer Service Unit for an update on your direct deposit status.



How do I know when I've received a payment?

To learn if a payment has been credited to your account, contact your bank or DCSE. If you have any questions, please call our Customer Service Unit in the county where you live:

- New Castle County (302) 577-7171
- Kent County (302) 739-8299
- Sussex County (302) 856-5386

What if I change my address or bank account?

You will need to complete a new direct deposit application each time you change your bank information. It is important to keep DCSE informed of your current address and any changes to your bank account information (routing number & account number), and whether your bank account has been closed. Updating DCSE with any changes to your bank account information will avoid unnecessary delays in receiving your payment.

How do I stop direct deposit?

You must submit a new enrollment form to UPDATE or CANCEL your direct deposit.

If you cancel Direct Deposit, without providing updated banking information and documents, you will automatically be enrolled in the First State Family Card.

Once enrolled in the First State Family Card, you may NOT opt out of the program.

If there is an urgent need to submit a cancellation request, please contact DCSE's Customer Service for additional instructions.