



Oregon Department of Justice

Oregon Child Support Program

Supporting Parents to Support Children

DIRECT DEPOSIT FAQs

Direct deposit is ONLY available for participants who have an order to receive support

ANY REQUESTS TO CHANGE YOUR BANKING INFORMATION MUST BE MADE IN WRITING

What are the benefits of direct deposit? Convenience. No need to travel to your financial institution; eliminates the possibility of lost or stolen checks; payments can be deposited while away from home; funds may be available sooner than "regular" checks.

How do I request direct deposit? The Enrollment Authorization Form (CSF 080700A) is available both online at OregonChildSupport.gov/forms and by mail. To request an Enrollment Authorization Form by mail, call 800-850-0228.

Do I need to include anything else with my application? If depositing to a checking account, attach a preprinted VOIDED check or other bank documentation. Or, your financial institution representative may sign or stamp your completed authorization or provide you with a bank authorization letter.

Can I upload my Enrollment Authorization form to my online account? Yes, be sure to include all required information or documentation.

When will my direct deposit go into effect? Once your authorization form has been received and processed, a three business day "prenote" process occurs. This allows Oregon State Treasury time to verify the account provided will accept direct deposit. Once this "prenote" process is complete, an activation letter will be mailed to you indicating "active" status and the account number(s) where the funds will be deposited. Please review this information for accuracy.

When a deposit is made to my account, will I be notified by mail? No. To verify deposited funds, you should contact your financial institution. You may also check your online account payment history to see your accounting records, or call 800-850-0228 to verify the date of the deposit.

What happens if money is received on my case during the three day "prenote" period? Any money received on your case during the "prenote" process will be mailed to you as a paper check.

A payment shows on your system, but is not in my account. What should I do? Payments may take 2-3 business days to post to your bank account after the payment is visible on your child support online account. If it is not posted to your direct deposit account after this time, contact your financial institution to confirm, then contact us at 800-850-0228.

When I need to update my bank information, what do I do? Send a new Enrollment Authorization Form to the Oregon Child Support Program.

What happens if I close my account? You will need to open another (checking or savings) account and enroll in direct deposit or enroll in the ReliaCard program. If you do not enroll in either program, you will be automatically enrolled in the ReliaCard program.

How quickly can I change or cancel a direct deposit when needed? As soon as you send us a new Enrollment Authorization Form, or written request to cancel, the process will begin. Canceling takes 24 hours from the time it is entered into our system. A new application will take an additional 24 hours plus the three business day "prenote" period for the new account to be active.

What happens if I cancel my direct deposit? We will cancel it so payments will not be deposited to your account. A ReliaCard may be automatically set up for you within the next 30 days.

What happens if I close my bank account without notifying the Oregon Child Support Program? If your payment is sent to a closed account (and you don't owe money to the bank), the bank will return the payment to us, and it will be reissued by paper check. This may take up to two weeks. If you owe money to the bank, they will not return the payment.

For information about ReliaCard see [U.S. Bank ReliaCard® FAQs](#)

For more information about direct deposit and how to receive support, visit our website at OregonChildSupport.gov/services.