

**DIVISION OF WELFARE AND SUPPORTIVE SERVICES DIRECT DEPOSIT INFORMATION  
AND AUTHORIZATION AGREEMENT**

**What is Direct Deposit?**

Direct Deposit, also known as electronic funds transfer (EFT), allows the Nevada State Division of Welfare and Supportive Services (DWSS) State Collection and Disbursement Unit (SCaDU) to electronically deposit your payments directly into your bank account.

**Why should I sign up for Direct Deposit?**

- You get your money faster because mailing is eliminated.
- You do not need to make extra trips to the bank or wait in long lines.

**How does Direct Deposit work?**

When a payment is made from DWSS, SCaDU electronically tells your bank to credit your account.

**Who can sign up for Direct Deposit?**

Every recipient of funds through DWSS who has a bank account in their name can sign up for Direct Deposit. **NOTE: If you receive both Child Support and Temporary Assistance for Needy Families (TANF), both benefits will be direct deposited.**

**How do I sign up for Direct Deposit?**

Fill out this authorization agreement along with verification from the bank showing the account number and routing numbers. **A voided check is acceptable verification for a checking account. For a savings account or on-line banking, please have your bank stamp and initial the request form to verify the bank routing and account number. A deposit slip is not acceptable verification.**

Mail or fax the completed form to:

Nevada State Division of Welfare and Supportive Services  
Attention: SCaDU EFT  
Child Support Center of Southern Nevada  
1900 East Flamingo Road, Suite 136  
Las Vegas, Nevada 89119-5168  
FAX (702) 486-8592

**When will my Direct Deposit start?**

A Direct Deposit will not begin for at least 30 days from the date of your request. You will receive your child support payments via a debit card until your Direct Deposit application is processed.

**How do I stop Direct Deposit?**

You must notify SCaDU in writing. Send or fax a letter to SCaDU (information listed in previous column). Please be sure to include your case number and/or your Social Security Number.

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

You must complete a new authorization form each time you change your banking information. When changing your bank account, SCaDU must close your previous direct deposit account and verify your new account information with your bank, a process that normally takes 10 business days. After the verification process is complete, all payments will be deposited into your new account, however, payments received during the verification period will be disbursed via a debit card. If your account has closed and you have NOT submitted a new Direct Deposit Information and Authorization Agreement for processing as stated above, your child support and TANF payments will also be disbursed via a debit card.

**PLEASE NOTE:** If you have an existing debit card account, you will not automatically receive a new debit card. The debit card you initially received may still be used.

**How many Direct Deposit accounts can I open?**

Only one Direct Deposit account is allowed at a time. All payments will go into that one account until Direct Deposit is stopped.

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

You may contact the DWSS voice response unit (VRU) toll free to find out whether a payment has been sent to you. You must contact your bank to learn whether the payment has been deposited to your account. The VRU is available 24 hours a day, 7 days a week. The telephone numbers are:

(775) 684-7200 – Northern Nevada  
(702) 486-1646 – Southern Nevada

or call the Child Support Customer Service number toll free at 1-(800)-992-0900.

For further information, please check our website:

<https://dwss.nv.gov>

**(FOR SCaDU USE ONLY)**

DATE REQUEST RECEIVED	
Date Pre-Note Completed:	_____
Initials of Person Processing:	_____
Date Direct Deposit Request Completed:	_____
Initials of Person Processing:	_____

**Customer Information**

Name: \_\_\_\_\_  
 Social Security Number: \_\_\_\_\_  
 Home Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Home Phone No.: \_\_\_\_\_  
 Work Phone No.: \_\_\_\_\_  
 E-mail Address: \_\_\_\_\_  
 Mother's Maiden Name  
 (Verification purposes only) \_\_\_\_\_

**Bank Information**

*(Call your bank if you are unsure of this information.)*

Name of Bank: \_\_\_\_\_  
 Branch Name: \_\_\_\_\_  
 Bank Address: \_\_\_\_\_  
 \_\_\_\_\_

Mark Only One Type of Account:

Checking     Savings

Please attach a voided check or other verification from your financial institution with the following information:

BANK ROUTING NUMBER

BANK ACCOUNT NUMBER

I hereby authorize the DWSS to make deposits to this bank account. DWSS may make deposits to this account until I cancel this authorization. If funds are mistakenly deposited into my account, I authorize the DWSS to debit the amount from my account or from future payments. I understand that signing this agreement authorizes the direct deposit of child support and TANF monies to the designated account.

Signature

Date