DIRECT DEPOSIT
What are the benefits of Direct Deposit? Convenience. No need to travel to your financial institution, it's fast, easy and secure.

How do I request Direct Deposit? The Enrollment/ Authorization Form (CSF 980700A) is available both online and by phone. To request an Enrollment/Authorization Form by mail, call 1-800-850-0228; leave your name and twelve-digit child support case number or Social Security number.

Do I need to include anything else with my application? Yes. If you are opening a new account, attach a preprinted VOIDED check. If depositing to a savings account, submit a letter from your financial institution with the above required information. When the deposit is made to my account, will I be notified by mail? No. To verify deposited funds, you must contact your financial institution. Or call 800-850-0228 (within Oregon) or 503-378-5567 (outside of Oregon) to verify the date of the deposit. You may also log into the website at www.oregonchildsupport.gov to check your accounting records.

RELIACARD
What is the ReliaCard Visa? The ReliaCard is an electronic access card (EAC) issued by U.S. Bank. It is a debit card that is prepaid once child support payments have been deposited in the customer's account.

Is it a credit card? No. Unlike a credit card, cardholders can only use the funds that have been deposited onto the card by the state. No approval is required; anyone who wants to receive their child support payments on the ReliaCard can sign up for it, regardless of past credit or banking history.

I have had trouble with credit cards in the past and now I don't use plastic. Can I get paper checks? Unfortunately, no. Direct Deposit is an option that may be set up to avoid the requirement of using a plastic card to access your money.

How does the ReliaCard work? The ReliaCard can be used to make purchases everywhere Visa debit cards are accepted (nationwide, including places like grocery stores and restaurants). The card can be used to pay bills, online, over the phone and for mail orders. Cardholders can also get cash back on purchases that exceed the available balance. The ReliaCard can be used at gas stations that offer the payment method, including places like grocery stores and restaurants. They can also view their activity online.

Will my Direct Deposit go into effect? Once your authorization form has been received and processed, we will deposit to ten business day "prenote" process will occur. This allows Treasury the time to verify that the account information we received will accept Direct Deposit. Once this "prenote" process is completed, an activation letter will be mailed to you indicating "active" status and the account number(s) where the funds will be deposited in the future. Please review this information for accuracy. To verify deposited funds, you may call 800-850-0228 (within Oregon) or 503-378-5567 (outside of Oregon) to verify the date the deposit should be made.

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

A payment shows on your system but is not in my direct deposit account. What do I do? Contact your financial institution to verify that the payment was not deposited. If you are able to verify that the payment was not posted contact your support case manager for assistance. You may contact the CSP at 800-850-0228 or www.oregonchildsupport.gov.

When will my Direct Deposit go into effect? Once your authorization form has been received and processed, a seven to ten business day "prenote" period for the new account will begin.

The Enrollment/Authorization Form is not in my ReliaCard account? There may be issues with the card that should be addressed.

What happens if I no longer receive payments from the state? What happens if I have a change in my case? What happens if I want to close my ReliaCard account? You will need to open a new account, contact your financial institution to verify payment was not posted and contact your support case manager for assistance. Once your name is updated on the case we will notify U.S. Bank and they will issue you a new card.

What happens if I want to cancel my Direct Deposit? The CSP will suspend the direct deposit account so payments will not be sent to it. If we do not receive updated banking information within 60 days, the account will be closed and the system will issue you a ReliaCard. Payments will be issued as paper checks during the 60 days the bank information is suspended.

What happens if I close my Direct Deposit Account without notifying the CSP? If a customer’s payment is sent to a closed account (and they don’t owe money to the bank) the bank will return the money to DCS and it will be issued via paper check to you at that time. This may take up to two months. If you owe money to the bank, they will not return the payment.

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No. Unlike a credit card, cardholders can only use the funds that have been deposited onto the card by the state. No approval is required; anyone who wants to receive their child support payments on the ReliaCard can sign up for it, regardless of past credit or banking history.

Can the ReliaCard® be overdrawn? Usually a prepaid Visa debit card cannot be overdrawn. However, the card can be overdrawn if funds are deposited to the card.

What if I want to add funds to the card in addition to what is deposited? Only the state can deposit funds to the card. Returns cannot be deposited on the card.

What if I need to update my bank information? When I need to update my bank information, what do I do? Contact your financial institution with the above required information.

What happens if I close my ReliaCard account? You will need to open a new account. Only the state can deposit funds to the card. Returns cannot be deposited on the card.

Who can I contact if I have questions about the ReliaCard? You can contact U.S. Bank at 855-254-9746 to activate your card.

How do I check my available balance? You must have an existing relationship with U.S. Bank or any other bank? No. Must I have a Social Security number to qualify for the ReliaCard? Yes.

What do I do if my card is not working or I have problems accessing the money on my ReliaCard? Yes, in most cases we have the ability to tie the cardholder’s name and date of deposits they made to individual cards. They can also view their activity online.

What if I need to add funds to the card in addition to what is deposited? Only the state can deposit funds to the card. Returns cannot be deposited on the card.

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