



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF HUMAN SERVICES  
***DIVISION OF CHILD SUPPORT SERVICES***

DCSS s148  
01/16

Jeffrey A. Meyers  
Commissioner

Mary S. Weatherill  
Director

129 PLEASANT STREET, CONCORD, NH 03301-3857  
603-271-4745 1-800-852-3345 Ext. 4745  
FAX: 603-271-4787 TDD Access: 1-800-735-2964 www.dhhs.nh.gov  
Automated Voice Response 1-800-371-8844

**\*\*DIRECT DEPOSIT INFORMATION\*\***

The New Hampshire Division of Child Support Services (DCSS) is pleased to offer you a convenient alternative to paper checks for receiving your child support payments – Direct Deposit. With this service your child support payment is electronically deposited directly into your checking or savings account. You do not need to change banks to take advantage of this service. Direct Deposit will help you in many ways, such as:

- ❖ Faster access to your child support
- ❖ Eliminating the possibility of lost, stolen, or forged checks
- ❖ Fewer trips to the bank
- ❖ Saving time depositing checks
- ❖ Deposit of your child support to your account even if you are away from home

To enroll in the Direct Deposit Program, complete the enclosed Direct Deposit Authorization Agreement (Agreement). Once you have completed all the requested information and signed the Agreement, mail it using the provided preaddressed envelope. Please do not return the Agreement to your Child Support District Office as it will unnecessarily delay processing your request. If the envelope is missing, please mail the Agreement to:

Department of Health & Human Services  
Bureau of Finance – Child Support Unit (DDP)  
129 Pleasant St  
Concord NH 03301-3857

As long as your Child Support is payable through DCSS, you are required by New Hampshire state law (NH RSA 161-B:6 (a)) to report address changes within 15 days of the change. Prompt reporting of an address change assures you of receiving important updates or changes to your child support case with DCSS. Though your payments will be automatically deposited once your Direct Deposit account is processed, your address changes will only be updated when *you* provide DCSS with your new address, i.e., the bank will not do that for you. To change your address, complete the address change form available at this link: <http://www.dhhs.nh.gov/dcss/documents/address.pdf>

On the reverse of this letter is a list of Frequently Asked Questions about Direct Deposit. If you have any questions or need assistance, please contact the NH DCSS Customer Service at 603 271-4427.

**New Hampshire Division of Child Support Services Direct Deposit Program****-FREQUENTLY ASKED QUESTIONS-**

**What is Direct Deposit?** Direct Deposit, also known as Electronic Funds Transfer or EFT, allows the New Hampshire Division of Child Support Services (DCSS) to electronically deposit your child support payments directly into your bank account. Direct Deposit enables you to receive your child support payments in the most convenient, safe, and prompt way possible. The DCSS Bureau of Finance Direct Deposit Unit manages the DCSS Direct Deposit Program

**Why should I sign up for Direct Deposit?** You will receive your money faster because mailing is eliminated. Moreover, you will not have to worry about lost or stolen checks.

**How does Direct Deposit work?** When a payment is posted to your child support case, DCSS electronically 'tells' your bank to credit your account. In most instances, your account will be credited within two business days after DCSS applies the payment to your case.

**When will my Direct Deposit start?** You should expect it to take approximately 15 to 30 days from the date DCSS receives your written request.

**What if I change or close my bank account?** You must complete a new authorization form each time your banking information changes. If you want to close your account, you should first stop Direct Deposit to avoid delays in receiving your payments.

**How do I stop Direct Deposit?** You must notify the Direct Deposit Unit in writing. Send or fax a letter to the address printed below. Please be sure to include your Child Support case number(s) and your Social Security number for identification purposes.

**How many Direct Deposit accounts can I open?** You may only have one Direct Deposit account at a time. All payments (whether you have one or more child support cases) will go into that one account until Direct Deposit is stopped.

**Who can sign up for Direct Deposit?** All Child Support Custodial Parents or caretakers who have a bank or other financial institution account in their name can sign up for Direct Deposit.

**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 the DCSS toll free Voice Response service 24 hours a day, 7 days a week, at 800 371-8844.

**Are there problems with Direct Deposit?** Direct Deposit is safe, confidential, convenient, and fast. Problems with Direct Deposit are rare, in fact statistics indicate that the chance of having a problem with a check are twenty times greater than with Direct Deposit.

**What do I do if my address changes, but I keep the same bank account?** You must report address changes in writing to DCSS. Failure to do so could result in loss of important information from DCSS regarding your child support case or your direct deposit account.

**How do I sign up for Direct Deposit?** Complete the Child Support Direct Deposit Authorization Agreement form and mail the completed form using the provided self addressed envelope. If the envelope is missing, mail the completed form to:

Department of Health & Human Services  
Bureau of Finance - Child Support Unit (DDP)  
129 Pleasant Street  
Concord NH 03301-3857

NOTE: The completed Authorization Agreement form contains your confidential information, and for that reason, it is recommended that you *personally* mail the Agreement to the above address. If you have any questions, contact DCSS Customer Service at 603 271-4427.