



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

Information Regarding Automatic Deposit of Child Support Payments

Dear Child Support Customer:

Since you are applying for enforcement services we also want you to complete an application for direct deposit. Automatic deposit allows you to receive your support payments quickly and reliably. Automatic deposit is safe secure and confidential. Mailing delays are eliminated, there are no lost or stolen checks, no check cashing fees, and your money is safe.

Enclosed is an authorization for automatic deposit. Please complete the application according to the directions on the back of the form, and return it with your completed application for child support services. Be sure to attach a blank voided check or a letter from your financial institution.

Your automatic deposit will start approximately 20 days from the time Collection Services Center (CSC – the state operated unit that receives and sends out support payments) processes your complete authorization form. Before the start of deposits, CSC sends you a notice confirming the bank and account numbers, and the date your automatic deposit agreement is effective. Payments received by CSC after this effective date will be directly deposited into your designated account within two working days of when they are received at the CSC. You can verify the automatic deposit you receive by:

- Calling the child support automated information line at 1-888-229-9223 (toll free nationwide) for automated information 24 hours a day, 7 days a week.
- Checking the child support web site at <https://secureapp.dhs.state.ia.us/childsupport>
- Using your financial institution's automated teller service, voice response unit or on-line access at their website.
- Reviewing your bank statement.

If you need to change your automatic deposit, you must complete a new authorization form for direct deposit. To cancel your automatic deposit, send a letter to CSC at Collection Services Center, ATTN: Accounting; PO Box 9125; Des Moines IA 50306-9125.

If you have any questions about direct deposit, please contact your local office. If you need assistance finding the local office phone number, call the child support automated information line at 1-888-229-9223 (toll free nationwide).