



OFFICE OF THE DISTRICT ATTORNEY
CHILD SUPPORT ENFORCEMENT DIVISION
DOUGLAS COUNTY

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CHILD SUPPORT PAYMENT INFORMATION
MADE EASIER

The Nevada State Welfare division, in partnership with Nevada District Attorney Offices, is proud to announce the activation of a Voice Response Unit (VRU) to answer your questions about child support payments. Through use of your telephone, you will be able to obtain information about payment history of your case(s), upcoming court dates, and child support office locations.

The VRU can be accessed through any phone line - any time, day or night - and all you need is a Personal Identification Number (PIN). You can obtain your PIN number by contacting your local child support office. Please keep this PIN safe and do not give it out to anyone. You will use your PIN every time you call the VRU at one of the numbers listed below.

If you live in northern Nevada, please call 775-684-7200 to connect with the VRU. If you live in southern Nevada, please call 702-486-1646.

If you encounter difficulties or need assistance, using the VRU, please call 775-684-0704.

Please be aware when you apply for IV-D services, the Child Support Enforcement Program (CSE) may collect past-due child support by intercepting the non-custodial's Internal Revenue Services (IRS) tax refund or other federal payment. If a tax refund occurs, the CSE Program has the authority to hold a refund paid on a joint tax return for a period of six (6) months before disbursement. No interest is paid on funds held. Monies collected from the tax offset are applied first to satisfy any past-due support assigned to the State of Nevada. A non-refundable fee is deducted by the federal government for any tax or federal payment intercepted by the CSE Program.

NEVADA STATE DIVISION OF WELFARE AND SUPPORTIVE SERVICES
CHILD SUPPORT ENFORCEMENT PROGRAM

ELECTRONIC CHILD SUPPORT PAYMENTS



The Nevada Child Support Enforcement Program now issues child support payments electronically. All child support collections received will be issued by a **Nevada Debit Card** as pictured above or as a **direct deposit into your bank account**. If you are a custodian **and** you receive a child support payment, a Nevada Debit Card will be automatically issued to you if you do not already have a direct deposit account established with the Division of Welfare and Supportive Services. **However, you can request direct deposit at anytime after the Nevada Debit Card is issued. Checks will no longer be issued, unless you qualify for an exemption on a very limited basis.**

What is the Nevada Debit Card?

The Nevada Debit Card is a Visa debit card. Child support payments are transferred electronically into your card account from which you can access your money at any Automated Teller Machine (ATM). In addition, the card will carry the Visa logo, allowing you to make purchases wherever Visa debit cards are accepted. Although the Nevada Debit Card carries the Visa logo, it is not a credit card. You are using your own money from child support payments deposited on your behalf.

What is direct deposit?

The Child Support Enforcement Program sends an electronic payment to your bank account with the exact amount of the child support payment we received on your behalf. You can then withdraw the money, keep it in your account, or pay bills. With direct deposit, your money is available sooner than if you wait for the check to come in the mail or clear at the bank. Best of all, direct deposit protects your payments from being lost or stolen.

What choice is best for me?

Your best choice depends on your situation. Both direct deposit and the Nevada Debit Card provide many of the same benefits. There are no checks to get lost or stolen, the money is available to you as soon as it is deposited, and your payments will not be interrupted, even if you move. One important consideration is cost. The Child Support Enforcement Program does not charge any fees for using the direct deposit service or the Nevada Debit Card. However, the Nevada Debit Card is offered by JPMorgan Chase Bank and there could be ATM and other transaction fees charged by JPMorgan when using the Nevada Debit Card. These fees will be disclosed in full to you when you receive a Nevada Debit Card, and you will be given instructions on how to minimize these fees as much as possible.

How do I choose direct deposit?

To request direct deposit you must complete a Direct Deposit Information and Authorization Agreement. For information about direct deposit, visit our website at <http://www.welfare.state.nv.us/child/scadu.htm> or call toll-free to the Child Support Customer Service Unit at 1-800-992-0900 to request a direct deposit application.

What fees will I have to pay if I choose direct deposit?

The Child Support Enforcement Program offers direct deposit free of charge. Although most banks provide direct deposit services without charge, you should check with your bank about any fees it may charge.

What fees will I have to pay if I receive the Nevada Debit Card?

You will be subject to certain ATM and other transaction fees if you receive the Nevada Debit Card. Generally, you can avoid fees by asking for cash back when purchasing items at participating stores. You will receive information regarding fees when the card is sent to you by JPMorgan Chase Bank.

Will the card say that it is child support money?

No. There is nothing on the card itself to indicate that the funds associated with the card are child support payments. The front of the card has the Visa logo and looks like a credit card.

My credit is bad. Can I still receive a Nevada Debit Card?

Yes. While the Nevada Debit Card looks like a credit card, it is not a credit card, and your credit rating has no effect on you receiving a Nevada Debit Card.

FOR ADDITIONAL INFORMATION REGARDING THE NEVADA DEBIT CARD, PLEASE CALL THE CHILD SUPPORT CUSTOMER SERVICE UNIT TOLL FREE AT 1-800-992-0900.

**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.**

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. Please contact JPMorgan at 866-747-1973 to request a new card or to re-PIN your existing card.

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:

<http://www.welfare.state.nv.us/child.htm>

(FOR SCaDU USE ONLY)

DATE REQUEST RECEIVED	
Date Processed:	_____
Initials of Person Processing:	_____
Date Processed:	_____
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

Please note a deposit slip does not provide the banking information needed.

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