

DIRECT DEPOSIT FREQUENTLY ASKED QUESTIONS!

How does direct deposit work and how will I know I have been paid?

There will still be a record with direct deposit. Your Financial Institution will provide you with a record of deposits in your account. Also you may view your payment information online via the FACTS PLUS web application. FACTS PLUS (Provider Look-Up and Update System) is a secure internet application that allows registered Providers to view their services and payments. This online information is available 24 hours a day. For more detailed information about FACTS PLUS, please visit the FACTS PLUS homepage at <https://www.wvfacts.org/factsplusnet/>.

How will direct deposit help me?

NO LONGER will you have to visit your Financial Institution to deposit your check. Studies indicate that the average person spends from 8.5 - 24 hours each year standing in lines or sitting at drive-through windows of Financial Institutions.

If you cannot visit your Financial Institution, your check is always deposited for you. It goes into your account, no matter where you are.

What happens if there is a problem at my Financial Institution or if I change my Financial Institution?

Contact the West Virginia State Auditor's Office at 1-800-500-4079. The problem will be researched and corrected immediately upon determination of the error. To make a change download, complete, print and send the FACTS Direct Deposit Change form to the WV State Auditor's Office via mail or fax. The form may be downloaded from www.wvsao.gov or <https://www.wvfacts.org/factsplusnet/>.

How safe is direct deposit?

With direct deposit your payment cannot be lost. Nationally, over four million paper checks are lost or stolen each year.

When can I start direct deposit?

If you have either a savings or checking account, fill out the attached form (FACTS Direct Deposit Setup) and send it to the WV State Auditor's Office. Don't forget to send a VOIDED CHECK from your account.



How do I stop direct deposit?

Download, complete, print and send the FACTS Direct Deposit Cancellation form to the WV State Auditor's Office via mail or fax. The form may be downloaded from www.wvsao.gov or <https://www.wvfacts.org/factsplusnet/>.



FACTS Direct Deposit Setup

(Families And Children Tracking System)

*Provider Number: ***REQUIRED**

*Provider Name:

*Address 1:

Address 2:

*City: *State: *Zip Code:

*Telephone #: *Contact Name:

ACCOUNT INFORMATION

*Financial Institution Name:

Routing Number: Checking Saving

Account Number:

***In order to process this agreement one of the following is required:**

Voided Check (Counter Checks are not acceptable.)

A letter from the financial institution (on FI letterhead) listing the account information, printed name and signature of financial institution representative, title and contact information.

I hereby authorize the State of West Virginia, hereinafter called State, to initiate credit entries to my (our) depository financial institution as indicated, hereinafter called Depository, and to credit the same to such account. I further authorize the State to initiate debit entries as adjustments for credit entries made in error. Also I acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law and the rules as set forth by the National Automated Clearing House Association (NACHA). The State will not be responsible for any loss that may arise solely by reason of error, mistake or fraud regarding information provided on this agreement. This agreement is to remain in full force and effect until the State has received a written notice of termination from me, or a company representative, in such time and manner to afford the State a reasonable opportunity to act on it.

*Authorized Signature: _____ *Date:

*Print Name: *Title:

For information regarding your direct deposit setup, contact the ePayments Division at 1- 800-500-4079. For payment or billing inquires please contact your local DHHR office or go to <https://www.wvfacts.org/factsplusnet/>.

Please return to: West Virginia State Auditor's Office/ ePayments Division
1900 Kanawha Blvd E, Bldg 1, Rm W-121 Charleston WV 25305
Fax Number: 304-340-5084 www.wvsao.gov