

Electronic Child Support Payments

To obtain your child support payments quicker, easier and safer, the Connecticut Child Support Enforcement Program is replacing paper checks with electronic payments. If you are a child support recipient, you will receive your payments as a Direct Deposit into your bank account or by using a Connecticut Child Support Card. If you already receive your child support payments by direct deposit, you do not need to do anything at this time.

Frequently Asked Questions

What choices do I have for receiving my child support payments?

You can choose to have your child support deposited directly into a bank account of your choice (*Direct Deposit*) or choose to have your payments loaded into a debit card which we call the *Connecticut Child Support Card*. Checks are no longer issued except in very limited circumstances if you qualify for an exemption.

What is Direct Deposit?

With direct deposit, the Connecticut Department of Social Services (DSS) sends an electronic message to your bank or credit union telling it to credit your checking or savings account with the exact amount of the child support payments we received from the non-custodial parent. You can then access and use the money as usual. With direct deposit your money is available sooner because you don't have to wait for the check to come in the mail. Best of all, direct deposit is safe because your payments cannot get lost or stolen.

What is the Connecticut Child Support Card?

The *Connecticut Child Support Card* is a 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® is accepted. Although the Connecticut Child Support Card carries the VISA® logo, it is not a credit card. You're using your own money from child support payments deposited on your behalf.

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 and credit unions provide direct deposit services without charge, you should check with your bank or credit union about any fees it may charge.

What fees will I have to pay if I receive the Connecticut Child Support Card?

You will be subject to certain ATM and other transaction fees if you receive the Connecticut Child Support 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 The Bancorp Bank.

What choice is best for me?

The best choice for you depends on your situation. Both direct deposit and the smiONE™ Connecticut Child Support Visa® Prepaid Card provide many of the same benefits. One important consideration is cost. The child support program does not charge any fees for using the direct deposit service or the smiONE™ Connecticut Child Support Visa® Prepaid Card. However, the smiONE™ Connecticut Child Support Visa® Prepaid Card is issued by The Bancorp Bank and there could be ATM and other transaction fees charged by smiONE™ when using the card. These fees will be disclosed in full to you when you receive a smiONE™ Connecticut Child Support Visa® Prepaid Card, and you will be given instructions on how to minimize these fees as much as possible.

How do I choose direct deposit or the Connecticut Child Support Card?

You must make a selection on the attached "Electronic Payment Application Form" and return it to the address on the form within 30 days from the date you received this document. If you do not return a completed application, DSS may issue you the Connecticut Child Support Card.

Can I sign up for direct deposit after I have received the Connecticut Child Support Card?

Yes. You may enroll in direct deposit at any time.

When will my direct deposit start?

Allow approximately 30 days from the time you mail your application for direct deposit to begin. You will be notified when your application has been processed.

SPECIAL NOTICE TO JOINT ACCOUNT HOLDERS

Joint account holders should immediately advise both the Department of Social Services and the financial institution of the death of an account holder. Funds deposited after the date of death or ineligibility of the client are to be returned to the Department of Social Services. Each joint account holder hereby irrevocably directs the financial institution, upon notice and request of the Department of Social Services, to return such funds to the Department of Social Services. The financial institution will be held harmless by the Department of Social Services for any claim arising in connection with this procedure.



*Questions? Call (888) 233-7223
8:00 a.m. – 4:30 p.m. Eastern Time
Monday thru Friday to speak with a
Customer Service Representative.*

*Preguntas? Llame al (888) 233-7223
8:00 a.m. – 4:30 p.m. Hora del Este lunes a
viernes para hablar con un Representante de
Servicio al Consumidor*

**THE DEPARTMENT HAS A TDD/TTY LINE FOR
PERSONS WHO ARE DEAF OR HEARING
IMPAIRED AND HAVE A TDD/TTY:
1-800-842-4524.
AUXILIARY AIDS ARE ALSO AVAILABLE FOR
BLIND OR VISUALLY IMPAIRED PERSONS.**

Please use the following guide to complete the **Direct Deposit Application...**

1. Print clearly in ink.
2. Incomplete applications will be returned.
3. No white out or cross outs.
4. Submit original signed application.
5. Report any change of address. If you have any questions, please call Customer Service at **1-888-233-7223**.

Por favor utilice esta guía para completar su **Solicitud de Depósito Directo...**

1. Escriba claramente con tinta.
2. Solicitudes incompletas serán devueltas.
3. No tache ni use corrector.
4. Envíe solicitud original firmada.
5. Reporte cambios de dirección. Si tiene preguntas, comuníquese con Servicio al Cliente al **1-888-233-7223**.