



Dear Provider,

There have been many questions regarding Direct Deposit. This mailing answers the most asked questions for you. We hope that this will clear up any confusion that you may have concerning your Direct Deposit payments.

Question: Will the direct deposit be sent out BEFORE checks?

- No. The funding source for both checks and direct deposit comes from the same place. Checks will be printed and mailed the same day the Direct Deposit file is sent electronically for processing.

Question: Can I receive my stub/statement BEFORE my direct deposit, so I know how much will be there?

- Unfortunately, due to how Minute Menu (our software) is designed, I cannot generate Direct Deposit statements ahead of time. I can only do so after the direct deposit file has been created in the computer.

Question: The Check Information Line (1.800.227.6446, press option 1, then option 1 again) stated checks/direct deposits were supposed to be mailed on X day(s) and my direct deposit isn't in my account; does that mean I am getting a check instead? Why isn't the money in my account?

- When we refer to “mailed” – in the case of a paper check, that is when it is taken to the post office. In the case of direct deposit, it refers to when we sent the transfer through from our bank to yours.
 - When we send a transfer through you will receive your direct deposit within 1 or 2 business days after the transfer. Once we transmit the Direct Deposit file to our bank for processing, we do not have control over how long your bank or financial institution will need to post the money into your account.
 - If there is a situation where we are unable to make a direct deposit, there would be a specific message on the Check Information Line providing you details – in this case we would issue a paper check as a substitute.

Question: I called the check information line, and heard reimbursements should be sent out this week. I am at a national retailer, shopping right now – I want to write a check, can you authorize the retailer to accept my check?

- **NO.** We are not your bank. We cannot authorize any store or retailer to accept your personal check. We also cannot release any information regarding your reimbursement to any 3rd party. Also per the U.S. Department of Agriculture Privacy Act, we cannot disclose check amounts over the phone to anyone, including the provider.
- You should not write a check without first having received the reimbursement check or direct deposit.

Question: Can you tell me how much my reimbursement is? Or I know you cannot tell me the amount, but can I guess; or tell me ‘higher/lower’?

- Due to the U.S. Department of Agriculture Privacy Act, we cannot disclose check amounts over the phone to anyone, including the provider.

Question: I need to cancel my Direct Deposit or Cancel my existing Direct Deposit, & Change to a new account, what do I do?

To Cancel Direct Deposit (and start receiving a check):

- We need a note written or typed, stating you wish to cancel Direct Deposit, please include the last 4 digits of the account number. Sign and date the note, and mail to my attention. You may fax the note if you can.

To Change/Switch to another account:

- Please call and ask for another Direct Deposit form. Another Direct Deposit form will be sent to you. Please fill out the form, and mail or fax back to Jay. Please **do not send in starter checks!**
- If you do not have checks with your name/address printed on them. Then we must ask for a note on bank letterhead stating that you are listed to the account, the type of account (checking or savings), to the routing number and the account number.. Attach this note to the Direct Deposit form and mail or fax together.
- **We cannot accept bank statements or Direct Deposit forms without proof of account!**

Thank you,

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