



Thank you for your interest in Direct Deposit.
Here are answers to some Frequently Asked Questions:

- ***If I want to use my Savings Account, and all I have are blank deposit slips, what do I do?***
 - You will need a note from your bank or credit union, on their letterhead stating you are listed on the account, the type of account, the routing number and account number. This note should be attached to our direct deposit form, then mailed or faxed in. **Our fax number is: 1-(614) 358-7701.**

- ***I just signed up and got a brand new Checking Account, and none of my checks have my name on them, is that ok?***
 - No, we will need you to get a note from your bank or financial institution on their letterhead stating you are listed as an accountholder on the account, the type of account, the routing number and account number. This note should be attached to our Direct Deposit form, and mailed in.

- ***I want to use my Business Checking account, and none of my checks have my name printed on them, what do I do?***
 - You will need to get a note from your bank or financial institution on their letterhead stating you are listed as an accountholder for the account, the type of account, the routing number and the account number. This letter may be attached to our Direct Deposit form and mailed in.

- ***I would like to have my Direct Deposit routed to my 'pre-paid Visa or Mastercard' account. Is this possible?***
 - Yes. Please contact the company which services your pre-paid account and find out the routing number and account number which should be used for Direct Deposits. In most cases the company will supply you with a form with all the necessary information. Attach the proof of account (their form) to our Direct Deposit form and mail (or fax) into the office.

- ***I don't have a checking account, or a savings account, but my mom does; is that ok to use?***
 - Unfortunately, we cannot use anyone else's account to deposit your funds. Your name has to be on the account either as an individual or joint account-holder.

- ***I am having problems with my checking (or savings) account, and need to cancel direct deposit, how can I cancel my direct deposit? How long does it take?***
 - If you wish to cancel your direct deposit, you will need to mail or send a faxed note, stating your name, provider number, include the last 4 digits of your account number and write that you wish to cancel direct deposit.
 - The note should be sent to the Columbus office, to the ECN department.
 - Once the note is received, your direct deposit information will be removed, and your next reimbursement to be issued will be a paper check in the mail.

Please fill out Direct Deposit Form on the back (Turn Over).