

**RELIACARD AND DIRECT DEPOSIT INFORMATION FAQs**  
**ANY CHANGES TO BANKING INFORMATION OR RELIACARD MUST BE DONE IN WRITING**

**Direct Deposit/ReliaCard is ONLY available for parties ordered to receive support**

**DIRECT DEPOSIT**

**What are the benefits of Direct Deposit?** Convenience. No need to travel to your financial institution, it eliminates the possibility of lost/stolen checks, checks can be deposited while away from home, funds may be available sooner than "regular" checks.

**How do I request Direct Deposit?** The Enrollment/Authorization Form ([CSF 080700A](#)) is available both online and by phone. To request an Enrollment/Authorization Form by mail, call 1-800-850-0228; leave your name and twelve-digit child support case number or Social Security number.

**Do I need to include anything else with my application?** If depositing to a checking account, attach a preprinted VOIDED check. If depositing to a savings account, submit a letter from your financial institution with your account number, routing information and signed by the bank representative.

**Can I fax my Enrollment/Authorization form?** Yes, our fax number is (503) 986-2416. Be sure to include a preprinted VOIDED check or letter from your financial institution with the above required information.

**When the deposit is made to my account, will I be notified by mail?** No, to verify deposited funds, you may contact your financial institution. Or call 800-850-0228 (within Oregon) or 503-378-5567 (outside of Oregon) to verify the date of the deposit. You may also log into the website at [www.oregonchildsupport.gov](#) to check your accounting records.

**RELIACARD®**

**What is the ReliaCard® Visa®?** The ReliaCard® is an electronic access card (EAC) issued by U.S. Bank®. It is a debit card that is prepaid once child support payments have been deposited in the customer's account.

**Is it a credit card?** No. Unlike a credit card, cardholders can only use the funds that have been deposited onto the card by the state. No approval is required; anyone who wants to receive their child support payments on the ReliaCard can sign up for it, regardless of past credit or banking history.

**I have had trouble with credit cards in the past and now I don't use plastic. Can I get paper checks?** Unfortunately, no. Direct Deposit is an option that may be set up to avoid the requirement of using a plastic card to access your money.

**How does the ReliaCard work?** The ReliaCard can be used to make purchases everywhere Visa debit cards are accepted (over 20 million merchants nationwide), including places like grocery stores and restaurants. The card can even be used to pay bills, online, over the phone and for mail orders. Cardholders can also get cash from Visa/Plus branded ATMs, or at any bank teller that accepts Visa. The purchased amounts or cash withdrawals are automatically deducted from the available funds on the card. Returns cannot be deposited on the card.

**Does ReliaCard work at gas stations?** Yes, the ReliaCard will work at gas stations that offer indoor cashier service. ReliaCards will not work using an outdoor pay-at-pump fuel dispenser.

**Is a PIN (Personal Identification Number) needed to use the card?** Yes & no. The card can be used to make signature-based purchases without a PIN. However, a PIN must be used for cash withdrawals at ATM's, or when selecting "debit" at the point of sale. The cardholder chooses their own PIN by calling U.S. Bank customer service (855-254-9746) after they receive their card. For security reasons it is important that the cardholder pick a PIN that only they would know, and not to share the PIN or the card with anyone.

**I need cash. Do I have to go to a U.S. Bank ATM or U.S. Bank branch?** No, cash can be obtained from any of the Visa/Plus branded ATMs throughout the world, or over the counter at any bank or credit union that accepts Visa. The cardholder can also get cash back on purchases made at participating merchants throughout the United States such as grocery and discount stores.

**How quickly can I get money deposited in my account?** Once money is received to your case, there is a two-business day processing time frame until the

**When will my Direct Deposit go into effect?** Once your authorization form has been received and processed, a seven to ten business day "prenote" process will occur. This allows Treasury the time to verify that the account information we received will accept Direct Deposit. Once this "prenote" process is completed, an activation letter will be mailed to you indicating "active" status and the account number(s) where the funds will be deposited in the future. Please review this information for accuracy. To verify deposited funds, you may contact your financial institution. You may also call 800-850-0228 (within Oregon) or 503-378-5567 (outside of Oregon) to verify the date the deposit should be made to your account.

**What happens if money is received on my case during the seven to ten day "prenote" period?** Any money received on your case during the seven to ten business day "prenote" process, will be mailed to you as a paper check.

**A payment shows on your system but is not in my direct deposit account. What do I do?** Contact your financial institution to verify that the payment was not deposited. If you are able to verify that the payment was not posted contact your child support case manager for assistance. You may contact the CSP at 800-850-0228 or [www.oregonchildsupport.gov](#).

**When I need to update my bank information, what do I do?** You send in a new Enrollment/Authorization Form to the Child Support Program.

funds are deposited onto your card. Note: Holidays and weekends may cause a delay of more than two days.

**What do I (the recipient) do after I receive the card?** After getting the card in the mail, the recipient must call U.S. Bank customer service at 855-254-9746 to activate it. The card cannot be used until it has been activated. The cardholder will also need to choose their PIN (Personal Identification Number) at this time.

**Do I need to have an existing relationship with U.S. Bank or any other bank?** No.

**Must I have a Social Security number to qualify for the ReliaCard?** Yes

**If I have more than one case can I just get one ReliaCard?** Yes, in most cases we have the ability to tie cases together for ReliaCard at any point in time.

**Who can I contact if I have questions about the card?** The cardholder should contact the CSP for questions regarding support payments, such as when they will receive their next deposit to the card, or amount. For all other questions about the card, U.S. Bank customer service is available 24 x 7 x 365 toll-free at 855-254-9746. This number is also listed on the back of their card.

**What do I need to do if my card is not working or I have problems accessing the money on my ReliaCard?** Call ReliaCard/U.S. Bank Customer Service at 855-254-9746; there may be issues with the card that the CSP is unaware of.

**How do I check my available balance?** Four different ways, all of which are free:

- \*ReliaCard Mobile App
- \*View your account online at [www.usbankreliacard.com](#)
- \*Perform a balance inquiry at an ATM.
- \*Call the toll-free customer service number on the back of your card

**What do I do if the payment that shows on your system is not in my ReliaCard account?** Contact U.S. Bank to verify that the payment was not deposited. If you are able to verify that the payment was not posted, contact your child support case manager for assistance. ReliaCard can be reached at 855-254-9746 or [www.usbankreliacard.com](#). You can contact the CSP at 800-850-0228 or [www.oregonchildsupport.gov](#).

**When the card is sent in the mail, what does the envelope look like?** For security reasons, the cards are mailed in a plain white envelope with an address window that only shows the recipient's name and address.

**What happens if I close my account?** You will need to open another (checking or savings) account and enroll in [Direct Deposit](#) or in the [ReliaCard®](#) program. Failure to enroll in a program will result in being automatically enrolled in the [ReliaCard®](#) program.

**How quickly can I change or cancel a direct deposit account when needed?** As soon as you send DCS a new Enrollment/Authorization Form or written request to cancel, the process will begin. Canceling takes 24 hours from the time it is entered into the system. A new application will take an additional 24 hours plus the seven to ten business day "prenote" period for the new account to be active.

**What happens if I want to cancel my Direct Deposit?** The CSP will suspend the direct deposit account so payments will not be sent to it. If we do not receive updated banking information within 60 days, the account will be closed and the system will issue you a ReliaCard. Payments will be issued as paper checks during the 60 days the bank information is suspended.

**What happens if I close my Direct Deposit Account without notifying the CSP?** If a customer's payment is sent to a closed account (and they don't owe money to the bank) the bank will return the money to DCS and it will be issued via paper check to you at that time. This may take up to two weeks. If you owe money to the bank, they will not return the payment.

**What if I want to add funds to the card in addition to what the state puts on it?** Only the state can deposit funds to the card. Returns cannot be deposited on the card.

**What happens if the card is lost or stolen?** Cardholders must call the toll-free customer service number (855-254-9746) to report a lost or stolen card. A new card will be issued and any remaining balance will be transferred to the new card. The cardholder will not be responsible for any fraudulent activity that occurs on their card provided that they report the card missing in a timely manner and have not shared their card or PIN number with anyone.

**How do I change my name on the ReliaCard?** Contact your Child Support Program case manager, who can walk you through the name change process. Once your name is updated on the case we will notify U.S. Bank and they will issue you a new card.

**What happens if I no longer receive payments from the state? What happens if I have decided to switch to payments directly deposited into a checking or savings account?** The cardholder can continue to use their card until the card is at a zero balance.

**Can the ReliaCard® be overdrawn?** Usually a purchase that exceeds the available balance will not be approved. In very limited circumstances, if you do not have sufficient funds when the final amount clears, it may result in a negative balance; however, you will not be charged an overdraft fee. You can check your balance online using the ReliaCard Mobile App or by calling Cardholder Services 24/7.

**Cardholder statements are available online; however, cardholders may also request to receive monthly paper statements.** They can also view their transaction history and past statements online at [www.usbankreliacard.com](#).

**Can the state view or track individual cardholder transaction activity?** No, for privacy reasons, U.S. Bank does not share card account numbers or transaction details. However, for reconciliation purposes, the state does have access to the amount and date of deposits they made to individual cards.

**What happens if I close my ReliaCard account?** You will need to open a bank account (checking or savings) and enroll in Direct Deposit or re-enroll in the ReliaCard program. Failure to enroll in a program will result in you being enrolled in the ReliaCard program. Make sure the card has a zero balance before closing your card.