What are the benefits of Direct Deposit? Convenience. No need to travel to your financial institution. It reduces the risk of lost checks, checks can be deposited while away from home, bank funds may be available sooner than "regular" checks.

How do I request Direct Deposit? The Enrollment/Authorization Form (CSF 080700C, Rev. 10/01/16) is available both online and by phone. To request an Enrollment/Authorization Form by phone, 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? No, if you are setting up a new account, attach a preprinted VOIDED check. If depositing to a savings account, submit a letter from your financial institution with the 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 be notified by mail? No, to verify deposited funds, you may contact your ReliaCard bank. Call U.S. Bank at 855-850-0228 (within Oregon) or 503-378-5567 (outside of Oregon) to verify the date the deposit was made.

Do I need to include a check with my application? No, if you are setting up a new account, attach a preprinted VOIDED check. If depositing to a savings account, submit a letter from your financial institution with the account number, routing information and signed by the bank representative.

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 (with a cash withdrawal limit of $50 per transaction). This includes places like grocery stores and restaurants. The card can be used to pay bills, online, over the phone and for mail orders. Cardholders can also get cash from VisaPlus 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 ATMs, or when selecting “Debit” at the point of sale. The cardholder chooses their own PIN by calling U.S. Bank customer service at 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 VisaPlus branded ATMs throughout the world, or over the phone by using a pre-established PIN 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? As long as your money is issued to a case, there is a two-business day processing time frame until the 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 the card. 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.

Can I change the name on the ReliaCard? Yes, in most cases we have the ability to tie cases together for a ReliaCard at any point in time.

Can I get federal or state benefits? Yes, the ReliaCard can be used for federal or state benefits. The cardholder should contact their case manager 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 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? I have more than one case can I get just one ReliaCard? Yes, in most cases we have the ability to tie cases together for a ReliaCard at any point in time.

What if I have problems accessing the money on my ReliaCard? Contact U.S. Bank customer service at 855-254-9746 or www.oregonchildsupport.gov to view this information for accuracy and to determine if the account is active. If the account is active, U.S. Bank customer service can also help you.

What if I want to change my name on the ReliaCard? Call U.S. Bank or any other bank that issued the ReliaCard. The cardholder will need to open a bank account with the new name and assign that account number to the ReliaCard.

What if I want to add funds to the card in addition to what I receive for child support? Yes. Only the state can deposit funds onto the card. Returns cannot be deposited on the card.

What happens if I change my Direct Deposit? If depositing 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 need cash? 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 if I request a new 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 happens if I close my Direct Deposit Account? No. 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 to the bank 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 send the name change form through the child support system. 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 paper check or direct deposit. 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.usbankrelicard.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 accounts.

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.