

WHAT IS direct deposit?

Direct deposit is a method of electronically transferring money into a bank account.

Instead of being mailed, a child support payment is electronically deposited into the parent's personal checking or savings account.



GREG ABBOTT
Attorney General
of Texas

CONTACT information

BY US MAIL

Office of the Attorney General
Child Support Division
P.O. Box 12017
Austin, TX 78711-2017

ON THE INTERNET

Web site: www.oag.state.tx.us
E-mail: child.support@oag.state.tx.us

BY TELEPHONE

Regional Customer Service Centers
and Administrative Offices
Harris County: (713) 243-7100
Dallas/Tarrant County: (972) 339-3100
Bexar County: (210) 841-8450
Travis County: (512) 514-7000
Lubbock: (806) 765-0094
McAllen: (956) 682-5581
Tyler: (903) 595-6900
El Paso: (915) 779-2388
State Office: (512) 460-6000

24 HOUR PAYMENT AND CASE STATUS INFORMATION

(800) 252-8014

FOR THE DEAF AND HARD OF HEARING

(800) 572-2686 (TTY)
(512) 460-6417 (TTY)

DIRECT
DEPOSIT



ATTORNEY GENERAL OF TEXAS
GREG ABBOTT

DIRECT
direct
DEPOSIT:
deposit:
IT'S MONEY IN
it's money in
THE BANK
the bank

What are the benefits of direct deposit?

- Direct deposit saves parents time and money by eliminating trips to the bank and check-cashing fees.
- Direct deposit eliminates mail time and checks lost in the mail.
- Direct deposit reduces the risk of check theft.
- Direct deposit saves taxpayers money.

Are all parents eligible for direct deposit?

Most parents with personal bank accounts who receive their child support payments through the Texas Child Support State Disbursement Unit (TxCSDU) are eligible for direct deposit. Parents who have agreed to allow a private entity to receive their child support checks may not be eligible for direct deposit. Those parents should check with the specific organization that processes their child support payments to determine whether they can have their check deposited directly into their bank accounts. An international child support case is eligible for direct deposit only if the custodial parent has a bank account in the United States.

How do I sign up for direct deposit?

Parents who receive child support payments through the TxCSDU can fill out and submit a direct deposit authorization form. The form can be obtained by calling (800) 252-8014 or by visiting our website at www.oag.state.tx.us. Parents can

also pick up a form at their local child support office. To expedite the process, parents should include their 10-digit OAG case number on the authorization form, and include a voided check or deposit slip.

How long will it take for direct deposit to begin?

Parents should allow 30 days from the time the Child Support Division receives their authorization form for direct deposit to begin. To verify that the TxCSDU has electronically transferred a payment to a banking account, parents can call the Payment Information Line at (800) 252-8014 and/or their financial institution's automated system. In most cases, funds will be available in the parent's bank account two to three business days after the child support payment is received at the TxCSDU.