



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 mail, fax or scan and email it in. Our fax number is: 1-(614) 396-7625. Our email is: ecnedocuments@childrenshungeralliance.org The mailing address is listed on the Direct Deposit form along with the above information.
- I just signed up and got a brand new Checking Account, and none of my checks have my name on them, is that ok?
 - Yes, we accept starter checks as long as the name on the account is the same as the Provider's name. The check should be attached to our Direct Deposit form, and submitted.
- 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 submit.
- 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 submit.
- 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 change my direct deposit, how do I do it? How long does it take?
 - If you wish to change accounts complete and submit a new direct deposit application with a voided check. If you wish to start AccelaPay instead of direct deposit submit an AccelaPay application. Either change will be updated within 24 hours.