

Directions for Authorization for Direct Deposit of Child Support Payments

Direct Deposit Payment Authorization:

Direct Deposit is also known as electronic funds transfer (EFT). By signing the Direct Deposit Authorization form, you authorize the New Mexico Child Support Services Division (CSSD) to deposit your child support payments directly into your account. When a payment is posted to your child support case, CSSD electronically tells your bank to credit your account. You may also sign up on-line on the New Mexico Child Support web site: <https://yes.nm.gov>

Requirements to Use This Payment Method:

- You must have a checking/savings account at a bank or credit union.
- You must have a child support case with NM CSSD.
- Payments for all cases you have with NM CSSD will be by direct deposit.

Information Needed to Enroll:

- A fully completed authorization must be submitted.
- Fill out all areas of the authorization. Do not leave any blanks.
- The authorization must be signed. (If you have a joint account, be sure both account holders sign the authorization.)
- You must attach a blank check marked “void” to the authorization form. *(The information on the check may be different than on a deposit slip; and you may need to verify with your financial institution as to what the correct account number is to use for direct deposit.)*

Send the completed authorization form with the voided check attached to any of the following options:

- **Mail: NM State Disbursement Unit**
PO Box 2348
Santa Fe, NM 87504
- **Fax: NM SDU at 505-476-3920**
- **Upload online: online account at <https://yes.nm.gov>**
- **Drop off at local CSSD office: locations at https://hca.nm.gov/lookingforassistance/field_offices/**

The Process:

- CSSD will confirm your bank-related information. You will receive a letter confirming the information on your account. It takes about 10 working days to set up the deposit.

Stop or Change the Direct Deposit:

- The direct deposit will remain in effect until CSSD is notified in writing by the account holder(s), to terminate the authorization **and CSSD has time to act on it**. The termination letter should be sent to the address or fax number listed above.
- When the Direct Deposit is terminated, any child support payments will be sent by a state warrant (check) to the most recent address CSSD has for you.
- If you change your bank, you, as the account holder, must notify CSSD to terminate your authorization in writing, to the address or fax number listed above. A new, fully completed, Direct Deposit Authorization form must be submitted if you wish to have your child support payments deposited directly into your new account.
- If your bank will not honor your deposit, CSSD will cancel your direct deposit authorization and send a state warrant (check) to the most recent address CSSD has for you.

Receiving a Payment:

CSSD will disburse a payment to your account when a payment applies to your case. In most instances, the payment will be received at your bank within two business days after CSSD applies the payment to your case.

**State of New Mexico Health Care Authority
Child Support Services Division**

Direct Deposit Authorization

The New Mexico Child Support Services Division (CSSD) is authorized to make deposits to the account listed below for the purposes of child support payments only:

Conditions:

The authority to make deposits to the account will remain in effect until the CSSD is notified in writing, by the account holder, to terminate.

The CSSD reserves the right to cancel the authorization at any time.

New Update/Correct Stop

| | | | |
|-----------------------------|--|-------------------------------|--|
| Custodial Parent's Name | | SSN: | |
| P.O. Box or Street Address: | | | |
| City | State | Zip Code | |
| Daytime Telephone Number: | | | |
| Financial Institution Name | | Financial Institution Address | |
| Account Number | <input type="checkbox"/> Checking <input type="checkbox"/> Savings | Routing Number: | |

I authorize the CSSD to make deposits to the account listed above. CSSD may make deposits to this account until I cancel the authorization and CSSD has time to act on it. CSSD reserves the right to cancel the authorization at any time. If funds are mistakenly deposited into my account, I authorize CSSD to deduct the amount of the error from my future payments. I understand that if the account listed above is a joint account, all holders of that account must authorize by signing below.

| | |
|---|-------|
| Account Holder's Signature | Date: |
| Account Holder's Signature (for joint accounts) | Date: |

Please attach a voided check with the authorization form

Other states may contact the EFT Unit at the address above (p. 1) or call NM CSSD Customer Service at 800-283-4465 to set up EFT with New Mexico.

NAME: LAST
FIRST
MEMBER ID:
CASE ID: