

FSS DIRECT DEPOSIT FREQUENTLY ASKED QUESTIONS

Q. I completed a direct deposit application previously. Do I have to fill out another direct deposit application?

A. Yes. Since that information was collected more than a year ago, a new direct deposit application must be submitted. Any previously submitted applications have been shredded and will be replaced with your new application.

Q. Will I receive a notification/confirmation when a deposit has been made into my account?

A. NEON will not confirm a deposit. You may contact your bank to confirm a deposit.

Q. Can I still get paid by check if I want?

A. No. Beginning December 1, 2014, all payments will be issued through direct deposit. Any invoices received on or after that date will be held until the necessary information to process payment has been received.

Q. If I don't want my funds deposited into my checking account, can I use a savings account?

A. Yes. Please provide the name of the bank, routing and account numbers.

Q. Can I have my deposit split and sent to multiple accounts?

A. No. Payments will be sent to only **one** account.

Q. Can my deposit be sent to a credit union account?

A. Yes. Please provide the name of the credit union, routing and account numbers.

Q. If I already have a pre-paid debit card or pre-paid credit card, can my payment be loaded onto that card?

A. Yes. Please provide the name of the card issuer, and the routing and account numbers. PLEASE NOTE: The 16-digit number on the front of the card cannot be used for direct deposit. Call the number on the back of your card to get the routing and account numbers.

Q. Can my payment be loaded onto an Ohio Direction Card?

A. No.

Q. Will I have to pay any fees for Direct Deposit?

A. You will not have to pay any fees for the deposits; however, there may be fees associated with using your pre-paid debit or credit card. Check with the financial institution that issued the card.

Q. Who do I notify if my banking information changes?

A. Contact NEON at 1-800-237-6828 and ask for the finance department.

*Cuyahoga Family Support Services
5121 Mahoning Ave.
Austintown, Ohio 44515*

Fax: 855-336-6968 Email: DirectDeposit@neoncog.org