

CITY OF NORWICH

DIRECT DEPOSIT QUESTIONS & ANSWERS

- 1. Why use direct deposit?** Direct deposit is safe, accurate and reliable. You don't have to worry about your check getting lost, stolen, or destroyed.
- 2. If I'm enrolling in direct deposit, how long will it take before my instructions go into effect?** Your deposit will become effective two weeks after the Payroll Department has received your authorization form.
- 3. Is it necessary to attach a voided personal check or deposit slip to the form when I enroll or make a change to my direct deposit instructions?** Yes. In order to obtain all of the necessary information to set up the direct deposit, you must return either a voided personal check or a deposit slip denoting account number to the Payroll Department with your authorization form. However, it is not necessary to enclose a check or deposit slip if you are only changing the amount of your deposit.
- 4. How will my direct deposit appear on my pay stub?** You will no longer receive a regular paycheck if you direct deposit your pay. You will receive an electronic remittance advice (beginning in June 2009, prior to that it will be in paper form) with the phrase "THIS IS NOT A CHECK. DIRECT DEPOSIT ADVICE ONLY" and a net amount of zero dollars and zero cents. Your deposit institution and amount will appear under the weekly "Deductions" section of your pay stub.
- 5. I notice that I must indicate whether my account is checking or savings. Does that mean that I can't have direct deposit to my money market or other types of accounts?** Your account types can include checking, savings, money market, etc., provided that the financial institution accepts payroll direct deposit. However, for direct deposit processing, all of these account types are identified only as 'checking' or 'savings' by the federal banking system. If unsure, have your financial institution determine whether your account(s) should be considered 'checking' or 'savings'.
- 6. If in the future I want to change accounts, what will happen to my current direct deposit instructions? Will my interim payments continue to be deposited to my current account(s)?** Upon receipt of your new instructions by the Payroll Department, all existing instructions for direct deposit will be changed or cancelled. Your new account information will be verified by your financial institution. If you receive a payment during this verification period, you will be paid by check.
- 7. If I close my account, will my bank notify the Payroll Department so that no future payments are sent to my closed account?** No. When you close your account, it is your responsibility to immediately notify the Payroll Department. It is very important that you notify the Payroll Department in writing when you close an account. The notice avoids payment delays for deposits returned to the City of Norwich by your institution due to a closed account.
- 8. If I forget to notify the Payroll Department that I had closed or changed my account, what will happen to the payments that were sent via direct deposit to that account?** Your financial institution should return the payment to the City of Norwich. Once the City receives the funds, a replacement payroll check will be issued to you for that amount.

CITY OF NORWICH

DIRECT DEPOSIT AUTHORIZATION AGREEMENT

I hereby authorize the City of Norwich to initiate credit entries to the account(s) listed below at the depository financial institution(s) named below, and to credit the same to such account.

SECTION 1 – PLEASE PRINT

First Name, Middle Initial, Last Name

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Social Security Number

SECTION 2 – DEPOSIT INFORMATION

Financial Institution Name _____

Account Number

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Routing Number

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(You must obtain this from your financial institution)

Checking

Savings

Email Address to receive Direct Deposit Notice _____

I authorize the city of Norwich to implement the payroll direct deposit information I have provided on this form. This authorization will remain in effect until the City of Norwich Payroll Dept. has received written notification from me of its termination, in such time and in such manner to afford the City of Norwich and the Financial Institution named above a reasonable opportunity to act on it.

Employee signature

Date