



STATE OF MISSOURI
FAMILY SUPPORT PAYMENT CENTER
AUTOMATIC WITHDRAWAL AUTHORIZATION

INSTRUCTIONS

Child and/or spousal support payments that you pay to the Family Support Payment Center (FSPC) may be automatically withdrawn from your bank account and paid to the FSPC. Carefully read the enclosed *Frequently Asked Questions About Automatic Withdrawal* to learn more about this payment method before completing this authorization. If you want your support payments automatically withdrawn from your bank account and paid to the FSPC, complete the *Automatic Withdrawal Authorization* using the following instructions. If you want support payments withdrawn for more than one support order, you must complete a separate *Automatic Withdrawal Authorization* for each order.

With the exception of your signature, type or print the requested information. Return the original application to: **FAMILY SUPPORT PAYMENT CENTER, PO BOX 109006, JEFFERSON CITY, MO 65110-9006**. Keep a copy of the application and these instructions for your records. **If you do not provide all the information requested, the FSPC may not be able to process your authorization.** If you need help completing the *Automatic Withdrawal Authorization*, contact the FSPC between 8:00 a.m. and 5:00 p.m., Monday through Friday at 1-888-761-3665. You may also write to the FSPC at the above address.

ORIGINAL OR CHANGED AUTHORIZATION

In the top right-hand corner of the form, check **one** box to indicate whether this authorization is:

- An original automatic withdrawal authorization (you do not currently make support payments to the FSPC by automatic withdrawal but are completing this authorization to do so); or
- A request to change your existing automatic withdrawal authorization (you currently make support payments to the FSPC by automatic withdrawal but want to change the payment frequency, payment date, payment amount, financial institution, and/or account from which your payments are withdrawn).

SECTION A — PAYOR INFORMATION

1. Enter your name (if you are the person obligated to pay support).
2. Enter your Social Security number.
3. Enter your home address.
4. Enter your e-mail address if you wish to receive electronic payment confirmation notices from the FSPC.
5. Enter your telephone number, including the area code. A daytime telephone number is preferred.
6. Enter your eight-digit case number.
7. Enter your court order number. If you want support payments withdrawn for more than one support order, you must complete a separate *Automatic Withdrawal Authorization* for each order.
8. Enter the county in which your support order was entered.

SECTION B — FINANCIAL INSTITUTION INFORMATION

You must attach a voided check or deposit slip to the authorization in the space indicated, or the FSPC WILL NOT process your authorization.

1. Enter the complete name of the financial institution where you have your account.
2. Enter the financial institution's telephone number, including the area code.
3. Check the box that describes the type of account from which you want support payments withdrawn.
4. Enter your financial institution's nine-digit routing number. The routing number is printed on the bottom left-hand portion of your checks and deposit slips (see Examples 1 and 2 on reverse side).
5. Enter your deposit or account number. If your account is a checking account, the account number is printed on the bottom of your personal checks following your routing number. It may be the first series of digits after the routing number (see Example 1 on reverse side), or it may be the series of digits that follow your check number (see Example 2 on reverse side). Do not include your check number in the account number.

NOTE: Enter only **numbers** for your routing and account numbers. Sometimes there are special symbols before or after the routing and account numbers on your check. Those special symbols should not be included.

EXAMPLE 1

CATHY SMITH		123
123 STREET		
ANYTOWN, MO 65000		DATE _____
PAY TO THE ORDER OF _____	Account Number	\$ _____
MEMO _____		DOLLARS
123456789	98765432111234	123

Routing Number (123456789) Account Number (98765432111234) Check Number (123)

EXAMPLE 2

CATHY SMITH		123
123 STREET		
ANYTOWN, MO 65000		DATE _____
PAY TO THE ORDER OF _____	Check Number	\$ _____
MEMO _____		DOLLARS
123456789	123	98765432111234

Routing Number (123456789) Check Number (123) Account Number (98765432111234)

SECTION C — WITHDRAWAL AMOUNT AND FREQUENCY

Check **one** box in Section C to indicate how often you want support payments withdrawn from your bank account. Enter the amount of each withdrawal and when withdrawals should occur.

SECTION D — IMPORTANT INFORMATION REGARDING WITHDRAWAL DATES

Carefully read the information in Section D regarding withdrawal dates. If you do not want payments withdrawn from your account as indicated in Section D, do **not** complete the *Automatic Withdrawal Authorization*.

SECTION E — AUTOMATIC WITHDRAWAL AUTHORIZATION

Carefully read the information included in Section E and sign and date the form to agree to the terms of the automatic withdrawal. If you do not agree to the terms of the automatic withdrawal, do **not** complete the *Automatic Withdrawal Authorization*. For joint accounts, the joint account holder must also sign and date the form.

WHAT YOU SHOULD EXPECT

- Your automatic payment authorization will be processed when it is received at the FSPC.
- The FSPC will send a “pre note” or test of your automatic withdrawal to your bank to ensure routing and account numbers are accurate.
- You will begin having payments withdrawn from your account once the pre note is complete. This should be approximately five business days after the FSPC receives your application. The actual time will depend on how often you requested payments be withdrawn from your account.
- During the time it takes to process the authorization and pre note the automatic withdrawal, you must continue to make support payments by another method.
- If your bank does not honor your withdrawal because of insufficient funds, a stop payment or a closed account, the FSPC may terminate your automatic withdrawal enrollment. Any resulting debt to the FSPC is subject to collection action.

CHANGING OR TERMINATING YOUR AUTOMATIC WITHDRAWAL AUTHORIZATION

Support payments will continue to be withdrawn from your designated account at your financial institution until you notify the FSPC that you wish to terminate the withdrawals or change the financial institution and/or account from which your payments are withdrawn. To change the payment frequency, payment date, payment amount, financial institution, and/or account from which your support payments are withdrawn, you must complete a new *Automatic Withdrawal Authorization*. To terminate your automatic withdrawal authorization and/or to obtain an additional *Automatic Withdrawal Authorization*, contact the FSPC at 1-888-761-3665. It will take approximately 30 days to process your termination request and/or your new *Automatic Withdrawal Authorization*.

FREQUENTLY ASKED QUESTIONS ABOUT AUTOMATIC WITHDRAWAL

1. What is *Automatic Withdrawal Authorization*?

Automatic Withdrawal Authorization is your permission for the Family Support Payment Center (FSPC) to withdraw child and/or spousal support from your checking or savings account by electronic funds transfer.

2. What are the benefits of automatic withdrawal?

Automatic withdrawal allows money to be electronically transferred from your bank account to the FSPC's bank account. Automatic withdrawal eliminates the possibility of lost payments and mail delays.

3. Can I pay all of my child and/or spousal support by automatic withdrawal?

Child and/or spousal support payments you pay to the FSPC may be paid by automatic withdrawal. If you have more than one support order, you must complete a separate *Automatic Withdrawal Authorization* for each support order.

4. How do I sign up for automatic withdrawal?

To sign up for automatic withdrawal, complete the enclosed *Automatic Withdrawal Authorization*. Instructions are attached to the *Automatic Withdrawal Authorization* to assist you in completing this form. Make sure you include the financial institution routing number, account number and a deposit slip or voided check with your authorization.

5. How often can I have support payments withdrawn from my bank account?

You choose the dates on which the FSPC will withdraw your payments. You may have payments withdrawn once a month, twice a month, every two weeks or once a week. You should choose a payment frequency and dates that correspond with the frequency and dates required in your support order. Twice-monthly withdrawals must be based on one of the following schedules:

1st and 16th	6th and 21st	11th and 26th
2nd and 17th	7th and 22nd	12th and 27th
3rd and 18th	8th and 23rd	13th and 28th
4th and 19th	9th and 24th	14th and 29th
5th and 20th	10th and 25th	15th and 30th

6. Will support payments ever be withdrawn from my account on a date other than a date I indicate on the *Automatic Withdrawal Authorization* form?

Your support payments will be withdrawn on the date or dates you indicate unless one of the following occurs:

- If the withdrawal date you indicate falls on a Saturday, Sunday or banking holiday, the FSPC will withdraw the payment on the following banking business day.
- If the withdrawal date you indicate falls on the last day of the month and that day is a Saturday, Sunday, or banking holiday, the FSPC will deduct the payment on the last banking business day of the month.
- If the withdrawal date you indicate does not occur in each month (for example, the 31st), the FSPC will deduct the payment on the last banking business day of the month during months in which that date does not occur.

7. How can I verify that I have received credit for a payment once it has been withdrawn from my account?

The FSPC will apply the payment to your support order on the day the withdrawal occurs. If you enter your e-mail address on the *Automatic Withdrawal Authorization* form, the FSPC will send you an electronic payment confirmation notice when the payment is credited. Otherwise, you can verify on the day following the withdrawal date that the FSPC has credited your payment by calling the *Payment Information Line* at 1-800-225-0530. When making this call, you must enter your eight-digit case number to receive payment information. If you do not know your eight-digit case number, contact the FSPC at 1-888-761-3665 to obtain this number.

8. What if my bank does not honor my automatic withdrawal authorization?

If your bank does not honor your withdrawal authorization because of insufficient funds, a stop payment or a closed account, the FSPC will terminate your automatic withdrawal enrollment. Any resulting debt to the FSPC is subject to collection action. A debt to the FSPC results when the FSPC disburses a support payment to the payee (the person to whom you owe support) based on your withdrawal authorization, and your bank does not honor the withdrawal for one of the above reasons.

9. How do I stop or change the automatic withdrawal of my support payments?

To change the payment frequency, payment date, payment amount, financial institution and/or account from which your support payments are withdrawn, you must complete a new *Automatic Withdrawal Authorization*. To stop your automatic withdrawal and/or obtain an additional *Automatic Withdrawal Authorization*, contact the FSPC at 1-888-761-3665. It will take approximately 30 days to process your termination request and/or your new *Automatic Withdrawal Authorization*.

10. If I have my support payment withdrawn from my bank account, am I exempt from enforcement actions such as income withholding (also known as wage withholding or garnishment)?

No, automatic withdrawal does not exempt you from any enforcement actions allowable under state and federal law including, but not limited to, income withholding.

If you are already paying support through income withholding, the income withholding will **not** terminate because you complete an *Automatic Withdrawal Authorization*. You should only complete an *Automatic Withdrawal Authorization* if you want to pay more support than your employer is already withholding.

If the Family Support Division (FSD) issues an income withholding order for support you owe **after** you have completed an *Automatic Withdrawal Authorization*, FSD **cannot** stop payments from being withdrawn from your bank account. If you no longer want support payments automatically withdrawn from your bank account, you must contact the FSPC at 1-888-761-3665 to request that your *Automatic Withdrawal Authorization* be terminated.