

## **How do I add or change direct deposit?**

Direct deposit requests are handled by the office of Ohio Shared Services [OSS], a division of the Office of Budget and Management and not by the Department of Developmental Disabilities. OSS can be reached at 614.338.4781.

For direct deposit updates or changes, please complete the [Authorization Agreement for Direct Deposit](#) and submit along with a copy of a current voided check or a bank letter on bank letterhead signed by a bank representative that contains the name on the account, type of account, routing number, and account number.

OSS does not accept starter checks, bank statements, and deposit slips. Old/prior financial information must be provided in Section 3 of the form. The form must be signed and all information provided on the form must match the information listed in the state accounting system. At this time Ohio Shared Services is not able to accept electronic signatures their forms.

After Ohio Shared Services has received the Authorization Agreement for Direct Deposit of EFT Payments (OBM-4310) and all proper documentation, your request will be processed. Once your information has been entered into the state accounting system, a pre-notification is required from your bank to verify banking information, which can take up to 30 days. Until the pre-notification is received from the bank, you will still receive payments via checks.

If you have not received notification from Ohio Shared Services confirming that your information has been updated, please call them at 614-338-4781 or 1.877.OHIOSS1 (1.877.644.6771), or email them at [ohiosharedservices@ohio.gov](mailto:ohiosharedservices@ohio.gov) to verify that your request was completed.