

## Direct Deposit Q&A

- 1) **Why should you use direct deposit?** It is the easy, quick and safe way to receive your reimbursements. It's easy because it means no more trips to the bank to deposit your check. It's quick because you no longer have to wait for the check to arrive in the mail. It's safe because it means that your check can't be lost or stolen.
- 2) **How do you sign up for direct deposit?** To sign up for direct deposit, simply fill out the Volunteer Direct Deposit form, attach a voided blank check, sign the form and send it in. Be sure to use a voided check and *not* a deposit slip. Our Finance department will not accept a deposit slip. Also, if you do not use a checking account but have a bank account, simply get a letter from your bank verifying your routing and account numbers.
- 3) **What happens after you send in the form?** Once the form is received in our DC office, your information will be entered into our Finance system. You will not be notified of this action.
- 4) **When will you see your first electronic transaction?** It will be on your second reimbursement request. After your information is entered and a reimbursement payment requested, our Finance department will send a "phantom" direct deposit transmission to your bank. This transaction will help ensure that the information we have is correct. You will receive a regular paper check for that reimbursement. If all goes well, your next reimbursement payment will be via direct deposit.
- 5) **How do you know that a deposit is made?** You will receive a paper transaction slip in the mail letting you know the amount and date of the direct deposit. If you prefer, we can notify you of your deposit via email notification. Please include your email on the form.
- 6) **How long does it take for the direct deposit to show up in your account?** This depends on your bank. If you use the same financial institution as AARP, it will usually take 2 to 3 business days. If you use another bank or credit union, it can take up to 5 business days. This will depend on your institution and the amount of time it takes them to process the deposits.
- 7) **Who do you contact if you have questions?**  
Please contact Stephanie Blyskal, 202-434-6024 or sblyskal@aarp.org.