

Change Electronic Funds Transfer (EFT)/Direct Deposit

Introduction

This guide provides the procedures for changing or updating bank account information in Direct Access (DA) for the delivery of retired/annuitant pay.

Discussion

This application gives you the ability to update Direct Deposit for your Net Pay.

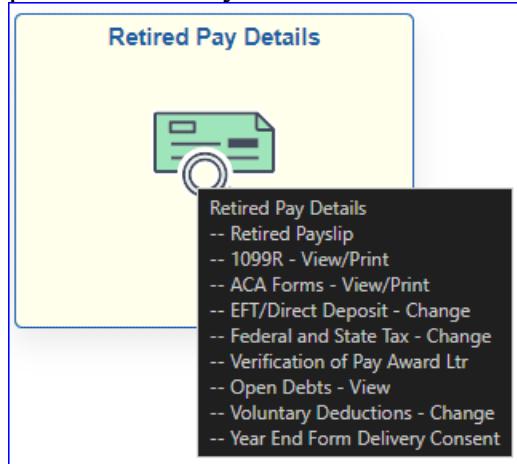
- If you already have Direct Deposit, you will be able to change bank and account information when you change banks.
- If you are currently receiving a paper check, you will be able to convert to Direct Deposit by adding a bank to your profile and electing to have your Net Pay deposited in an account at that bank.

You will **NOT** be able to:

- Change from Direct Deposit to receiving a paper check.
- Change direct deposit information for allotments – you will only be able to change direct deposit information for your Net Pay. To change an allotment, see [Change My Voluntary Deductions](#) guide.
- If you currently have a savings allotment, you cannot change your Direct Deposit to the same account.

Changes to Direct Access Homepage

You will notice a change in how Direct Access displays upon login. There is a new “hover” feature that shows what is covered under a particular tile as your mouse moves over the tile as shown below.



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Change Electronic Funds Transfer (EFT)/Direct Deposit, Continued

Account and Bank Routing/Bank ID Numbers You can obtain your Account and Bank Routing numbers from one of your checks (as shown below) or from your financial institution.



Field	Description
1	Transit/Bank Routing Number
2	Account Number – entered as "9876543". No spaces are allowed. If dashes are indicated, they may be entered
3	Account Title – must include the employee name
4	Financial Institution Name

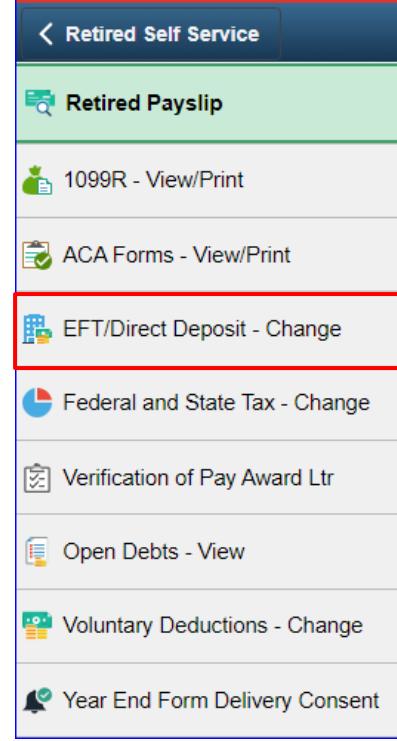
Note: If your check or shared draft includes "payable through" under the bank name, contact the financial institution to help obtain the correct Bank ID number for Direct Deposit processing.

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Change Electronic Funds Transfer (EFT)/Direct Deposit, Continued

Information Log into DA Self Service at [Direct Access Self Service Sign In.](#)

Procedure See below.

Step	Action
1	Select the Retired Pay Details tile from the Retiree Self Service homepage. 
2	Select the EFT/Direct Deposit - Change option. 

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Change Electronic Funds Transfer (EFT)/Direct Deposit, Continued

Procedure, continued

Step	Action																								
3	<p>The EFT/Direct Deposit page will display with the current information. To change/update the bank information, click Edit.</p> <p>My EFT/Direct Deposit</p> <p>GORDON GEKKO</p> <p>Click the "Edit" button to change your existing EFT/Direct Deposit election for your net pay. You will need your bank routing number and bank account number to complete this transaction. If a Future row exists and it needs changed, click the EDIT button on the future row and make the change and save.</p> <p>If you wish to change direct deposit information for your net pay and the change involves a foreign wire payment or changing from a bank transfer to another form of payment, please see NOTE below.</p> <p>If you have any questions, please contact PPC (RAS) at 1-866-772-8724.</p> <p>Pay Distribution Instructions</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Effective Date</th> <th>Payment Method</th> <th>Bank Name</th> <th>Account Number</th> <th></th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>06/01/2004</td> <td>Bank Transfer</td> <td>Equity Bank (101105354)</td> <td>123456789</td> <td>Edit</td> </tr> </tbody> </table> <p>NOTE: If you are unable to update your Direct Deposit Information in Direct Access Self-Service, use form CG-2015 and submit to PPC-RAS at PPC-DG-CustomerCare@uscg.mil along with a front and back copy of a valid Government ID.</p> <p>If you wish to change direct deposit information for your net pay and the change involves a foreign wire payment or changing from a bank transfer to another form of payment, please see NOTE above.</p> <p>If you have any questions, please contact PPC (RAS) at 1-866-772-8724.</p> <p>Pay Distribution Instructions</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Effective Date</th> <th>Payment Method</th> <th>Bank Name</th> <th>Account Number</th> <th></th> </tr> </thead> <tbody> <tr> <td>Current</td> <td>09/01/1996</td> <td>Wire Transfer</td> <td>Bank of Norway (SPRON000)</td> <td>123456789012</td> <td>Edit</td> </tr> </tbody> </table>	Status	Effective Date	Payment Method	Bank Name	Account Number		Current	06/01/2004	Bank Transfer	Equity Bank (101105354)	123456789	Edit	Status	Effective Date	Payment Method	Bank Name	Account Number		Current	09/01/1996	Wire Transfer	Bank of Norway (SPRON000)	123456789012	Edit
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Continued

Procedure, continued

Step	Action
4	<p>The EFT/Direct Deposit page will display. Select Checking or Savings from the drop-down menu.</p> <p>NOTE: Any saved changes to your direct deposit account will be effective the date shown on the page.</p> <p>My EFT/Direct Deposit</p> <p>GORDON GEKKO</p> <p>Please specify a routing number and account number. Reference a check or statement from your bank account to obtain your account number and routing number or contact your bank to obtain this information.</p> <p>Please note: Your input below will ONLY change your EFT/Direct Deposit for your net pay. It will NOT change direct deposit information on any of your allotments.</p> <p>* Once saved, your EFT/Direct Deposit change will be effective for the payment you receive on September 01, 2023.</p> <p>If you have any questions, please contact PPC (RAS) at 1-866-772-8724.</p> <p>Distribution Instruction Details</p> <p>Distribution Method: Bank Transfer</p> <p>*Account Type: <input type="button" value="Checking"/> <input checked="" type="button" value="Savings"/></p> <p>*Routing Number: <input type="button" value="Checking"/> <small>(Be sure to verify; this must be 9 digits)</small></p> <p>*Account Number: <input type="text"/> <small>(Limited to 17 characters; no spaces)</small></p> <p>Bank Name: <input type="text"/></p> <p><input type="button" value="Save"/></p> <p>Return to Summary</p>

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Procedure, continued

Step	Action
5	<p>Enter the 9-digit Routing Number and press the Tab key. The Bank Name will populate with your financial institution's name.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>Distribution Instruction Details</p> <p>Distribution Method: Bank Transfer</p> <p>*Account Type: <input type="text" value="Checking"/></p> <p>*Routing Number: <input type="text" value="063000225"/> (Be sure to verify; this must be 9 digits)</p> <p>*Account Number: <input type="text"/></p> <p>Bank Name: <input type="text" value="TIAA BANK"/></p> <p>Save</p> <p>Return to Summary</p> </div> <p>NOTE: If the number you entered does not match a valid number in the database, you will receive an error message after pressing the Tab key. Click OK and ensure you have typed the number correctly. If it is correct, contact your financial institution to verify the ability to receive Treasury payments. If the institution verifies the routing number, contact PPC Customer Care for assistance.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px; background-color: #f0f0f0;"> <p style="margin: 0;">Missing or Invalid Routing Number (30001,43)</p> <p style="margin: 0;">A valid bank routing number is required to process your EFT/Direct Deposit change. Your bank routing number will be 9 digits and is public information that your bank will provide.</p> <p style="text-align: center; margin: 0;">OK</p> </div>

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Procedure, continued

Step	Action
6	<p>Enter the Account Number (account number may not exceed 17 characters; letters, numbers, and hyphens may be used but NO spaces). Ensure this information is entered correctly. Once you have verified all the information is correct, click Save.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Distribution Instruction Details</p> <p>Distribution Method: Bank Transfer</p> <p>*Account Type: <input type="text" value="Checking"/></p> <p>*Routing Number: <input type="text" value="063000225"/> (Be sure to verify; this must be 9 digits)</p> <p>*Account Number: <input type="text" value="9876543210"/> (Limited to 17 characters; no spaces)</p> <p>Bank Name: TIAA BANK</p> <p style="text-align: center;"><input style="border: 1px solid red; padding: 2px 10px; margin-bottom: 5px;" type="button" value="Save"/></p> <p>Return to Summary</p> </div> <p>Remember: The page displays when the EFT/Direct Deposit change will take effect based on the date you save the change.</p>

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Change Electronic Funds Transfer (EFT)/Direct Deposit,

Continued

Procedure, continued

Step	Action
7	<p>If you specify the same account that is currently used for a savings allotment, you will receive an error message, click OK. If you want to cancel your savings allotment and have all your net pay go to a single account, contact PPC Customer Care.</p> <div style="border: 1px solid black; padding: 5px;"><p>Message</p><p>Account already used for a savings allotment (30001, 44)</p><p>The same bank account cannot receive an EFT/Direct Deposit and a savings allotment. Please specify a different account for your net pay distribution election.</p><p>If you have any questions, contact PPC (RAS) at 1-800-772-8724.</p><p>OK</p></div>
8	<p>A Save Confirmation message will display.</p> <div style="border: 1px solid black; padding: 5px;"><p>Save Confirmation</p><p>✓ The Save was successful.</p></div>
