

## Change Electronic Funds Transfer (EFT)/Direct Deposit

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

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

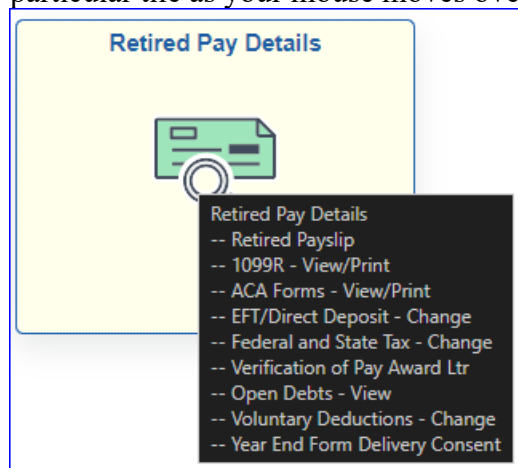
- If you already have Direct Deposit, you will be able to change bank and account information when you change banks.
- If you are currently receiving a paper check, you will be able to convert to Direct Deposit by adding a bank to your profile and electing to have your Net Pay deposited in an account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



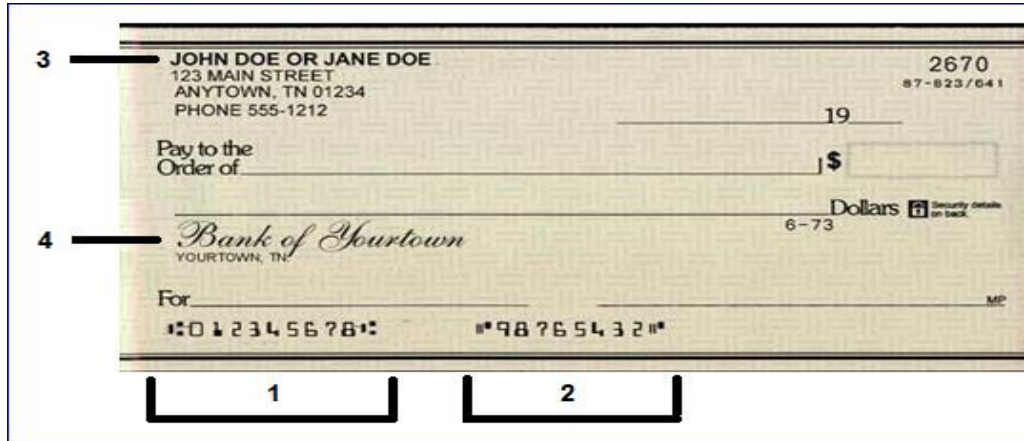
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## Change Electronic Funds Transfer (EFT)/Direct Deposit, Continued

### 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
	<b>Note:</b> 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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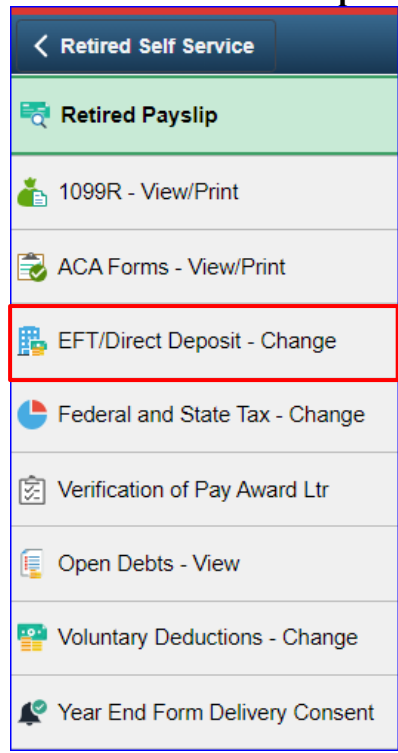
# Change Electronic Funds Transfer (EFT)/Direct Deposit, Continued

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

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**Procedure** See below.

Step	Action
1	<p>Select the <b>Retired Pay Details</b> tile from the Retiree Self Service homepage.</p>  <p>The image shows a tile titled 'Retired Pay Details' with a green background and a magnifying glass icon over a document.</p>
2	<p>Select the <b>EFT/Direct Deposit - Change</b> option.</p>  <p>The image shows a list of options under the 'Retired Self Service' header. The 'EFT/Direct Deposit - Change' option is highlighted with a red border. Other options include 'Retired Payslip', '1099R - View/Print', 'ACA Forms - View/Print', 'Federal and State Tax - Change', 'Verification of Pay Award Ltr', 'Open Debts - View', 'Voluntary Deductions - Change', and 'Year End Form Delivery Consent'.</p>

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

### Procedure, continued

Step

3

Action

The EFT/Direct Deposit page will display with the current information. To change/update the bank information, click **Edit**.

**My EFT/Direct Deposit**

**GORDON GEKKO**

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.

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.

If you have any questions, please contact PPC (RAS) at 1-866-772-8724.

**Pay Distribution Instructions**

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Status	Effective Date	Payment Method	Bank Name	Account Number	
Current	06/01/2004	Bank Transfer	Equity Bank (101105354)	123456789	<b>Edit</b>

**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](mailto:PPC-DG-CustomerCare@uscg.mil) along with a front and back copy of a valid Government ID.

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.

If you have any questions, please contact PPC (RAS) at 1-866-772-8724.

**Pay Distribution Instructions**

Status	Effective Date	Payment Method	Bank Name	Account Number	
Current	09/01/1996	Wire Transfer	Bank of Norway (SPRON000)	123456789012	<b>Edit</b>

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

**Procedure,**  
continued

Step	Action
4	<p>The EFT/Direct Deposit page will display. Select <b>Checking</b> or <b>Savings</b> from the drop-down menu.</p> <p><b>NOTE:</b> Any saved changes to your direct deposit account will be effective the date shown on the page.</p> <div> <p><b>My EFT/Direct Deposit</b></p> <p><u>GORDON GEKKO</u></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 <b>ONLY</b> change your EFT/Direct Deposit for your net pay. It will <b>NOT</b> 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> <div> <p><b>Distribution Instruction Details</b></p> <p>Distribution Method: Bank Transfer</p> <p>*Account Type: <span>Checking</span> <span>▼</span></p> <p>*Routing Number: <span>Checking</span> <span>Savings</span> <small>ure to verify; this must be 9 digits)</small></p> <p>*Account Number: <span></span> <small>(Limited to 17 characters; no spaces)</small></p> <p>Bank Name: <span></span></p> <p><span>Save</span></p> <p><a href="#">Return to Summary</a></p> </div> </div>

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

**Procedure,**  
continued

Step	Action
5	<p>Enter the 9-digit <b>Routing Number</b> and press the Tab key. The <b>Bank Name</b> will populate with your financial institution's name.</p> <div data-bbox="335 560 1361 994"> <p><b>Distribution Instruction Details</b></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"/> (Limited to 17 characters; no spaces)</p> <p>Bank Name: <input type="text" value="TIAA BANK"/></p> <p><input type="button" value="Save"/></p> <p><a href="#">Return to Summary</a></p> </div> <p><b>NOTE:</b> 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 <b>OK</b> 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 data-bbox="323 1209 1369 1335"> <p>Missing or Invalid Routing Number (30001,43)</p> <p>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><input type="button" value="OK"/></p> </div>

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

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**Procedure,**  
continued

Step	Action
6	<p>Enter the <b>Account Number</b> (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 <b>Save</b>.</p> <div data-bbox="327 676 1361 1111"> <p><b>Distribution Instruction Details</b></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><input type="button" value="Save"/></p> <p><a href="#">Return to Summary</a></p> </div> <p><b>Remember:</b> 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

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### 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 <b>OK</b>. 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> <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> <p><b>Save Confirmation</b></p> <p> The Save was successful.</p> </div>

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