

# DIRECT DEPOSIT FAQs

All new and existing landlords should sign up for direct deposit. It is highly recommended for participation in The Housing Authority of Columbus, Georgia (HACG) housing assistance payment (HAP) program.

## **What is direct deposit and how does it work?**

Direct deposit is a safe, proven, confidential method of receiving a payment. This payment method automatically transfers your housing assistance payment (HAP) into your checking or savings account. It's convenient and secure.

## **What are the advantages of direct deposit?**

- Saves you from making trips to your financial institution and the hassle of waiting in lines.
- Eliminates the possibility of having a check lost, stolen or forged.
- It gives you immediate access to your money versus having to go to your financial institution to cash/deposit a check.

## **Do I need to have a bank account to set up direct deposit?**

Yes. The following steps are **required** to have your HAP directly deposited into your bank account:

- You **must** have an active checking or savings account.
- Direct deposit will only be made to **one** of the specified bank accounts.
- The entire amount of the Housing Assistance Payment (HAP) will be deposited. No partial deposits will be made.

## **How do I sign up for direct deposit?**

Complete the direct deposit form, which can be picked up at The Housing Authority of Columbus, Georgia (HACG) office, downloaded online from the HACG website or emailed to you.

## **How do I get an email address if I do not have one?**

If you do not have an email address, you can sign up for free email service through the following suggested websites: [www.yahoo.com](http://www.yahoo.com), [www.hotmail.com](http://www.hotmail.com), or [www.gmail.com](http://www.gmail.com).

## **What will direct deposit cost and when do I have access to the money?**

You will need to contact your financial institution in regards to what it will cost you to set up direct deposit and their policy for releasing funds after they have been deposited.

## **Can I fax or email my direct deposit form?**

No. You must drop off your completed direct deposit form in the HACG office or mail your completed form with your original signature to:

### Use for letters or other correspondence:

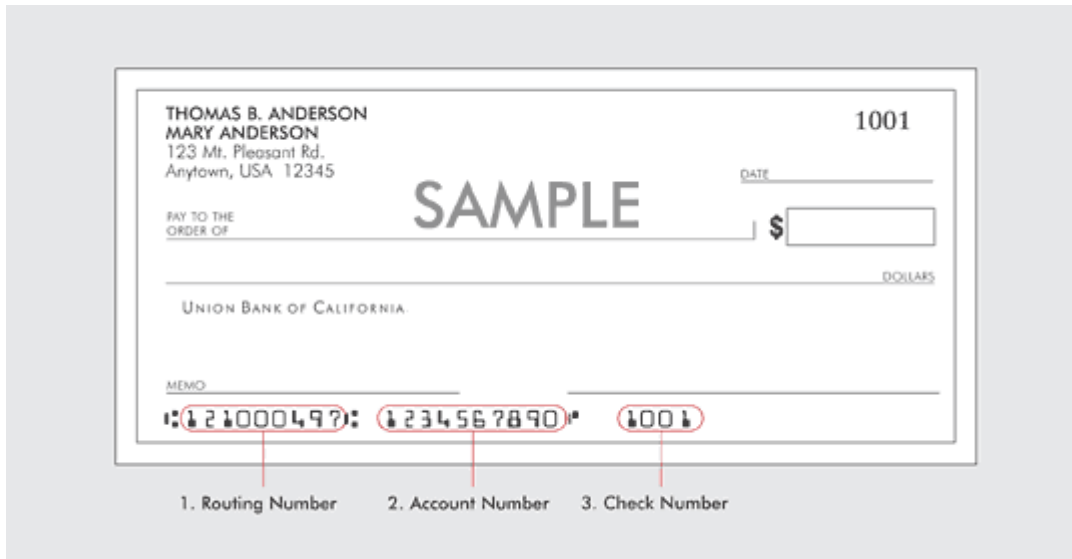
The Housing Authority of Columbus, Georgia  
Attn: Finance Department (Section 8 Landlord)  
P.O. Box 630  
Columbus, GA 31902-0630

### Use for FEDEX or UPS deliveries:

The Housing Authority of Columbus, Georgia  
Attn: Finance Department (Section 8 Landlord)  
1000 Wynnton Road  
Columbus, GA 31906

**Where is the routing number and account number on my check?**

The sample check graphic below shows where check routing numbers and your account numbers can normally be found on your checks. If your check differs from this format then you need to contact your financial institution.



**Will I be receiving a statement listing the residents and amounts paid in the mail?**

No. You will have access to your statement listing the residents and amounts via our Landlord Portal located at <https://www.columbushousing.org/page.asp?urh=LandlordPortalLogin>.

**When will the HAP payments be deposited into my account?**

Monies are deposited into your account no later than the **second business day** following the 1<sup>st</sup> or the 15<sup>th</sup> of the month.

**What if I need to make changes to my account?**

If any changes need to be made to your account, you will need to contact HACG immediately. Any **changes** to your account information must be submitted **in writing** along with a new direct deposit request form. Please submit any new form to HACG no later than the 20<sup>th</sup> of the month in order for changes to take effect on the 1<sup>st</sup> of the following month.

**What happens if I change financial institutions?**

In the event that you change financial institutions, just fill out a new direct deposit authorization form along with your written permission to switch accounts.

**What if I have additional questions or concerns regarding my direct deposit?**

You can contact the HACG office finance department at [Accounting@columbushousing.org](mailto:Accounting@columbushousing.org) and we will gladly assist you.