

EAZ Manual

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Category: Benefit Issuances - When and How Benefits are Delivered
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Summary

The *Workers Responsibility* section was updated to clarify that financial workers have the ability to stop EFT payments.

BENEFIT ISSUANCES - WHEN AND HOW BENEFITS ARE DELIVERED

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5. Client wants to end or change EFT:

If a client contacts you about wanting to stop receiving their benefits through ~~EFT~~ EFT, you have two options to assist the client. You may delete the banking information on the EFTR screen (see procedure below) or you may inform the client that a written request can be sent to EFT HQ via fax: 360 725 4577 or mailed to:

DSHS Direct Deposit/EBT
PO Box 9254
Olympia WA 98507-9737

If a client wants to make ~~wanting to make~~ a change to their EFT, provide them with the following phone number so they can have the change made: 1-888-235-2954.

For details on Financial Workers procedures stopping/deleting EFT for active cash AUs, please refer to Chapter 10, section C (1) of the EFT Manual. For details on written request procedures to HQ, please go to section C (2).