



Policy Manual Update

Income Support

Subject: Direct Deposit

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BACKGROUND:

The policy on direct deposit has been updated in the Income Support online manual.

The updated policy provides clarification in the following areas:

- Acceptable documentation the client must provide to substantiate their bank account information;
- The process for documenting clients' authorization to have IS benefits deposited to their bank account; and
- Procedures outlining the two-level process used to enter, verify, and approve direct deposit information in the LISA system.

INTENT:

To ensure policy clearly communicates the direct deposit process.

POLICY:

The following policy has been updated:

[Direct Deposit](#)