



## Transitioning to Direct Deposit Only for VA Stipends Payments

Dear Caregivers and Veterans,

### Take Action Now: Complete your direct deposit/electronic funds transfer (EFT) enrollment

VA will no longer issue paper checks as of **October 1, 2023**. To ensure uninterrupted and timely PCAFC stipend payments, all Primary Family Caregivers receiving paper checks must complete the EFT enrollment process as soon as possible or before the deadline.



Caregivers can enroll in direct deposit as a vendor through VA's [Customer Engagement Portal](#). To complete the required form, caregivers will need their social security number, address, and bank routing and account numbers. Step-by-step instructions for enrolling can be found in the [CSP Direct Deposit Enrollment User Guide](#).

For caregivers that don't already have a bank account, the [Veterans Benefits Banking Program \(VBBP\)](#) can connect them with a bank for help setting up an account. **Ensuring Timely Payment and Enhancing Security**

A new law, 31 CFR Part 208 – Management of Federal Agency Disbursements, requires that all Federal payments be made through the electronic funds transfer (EFT) system, more commonly known as direct deposit.

CSP recognizes the significance of timely stipend payments for caregivers. The EFT system supports timely stipend payments and enhances security by minimizing fraud risks associated with traditional paper checks.

We understand that adapting to new processes may raise questions or concerns. Should you require any assistance or have inquiries about the EFT enrollment, please contact the VA Financial Services Center's Customer Care Center at 1-877-353-9791. Alternatively, you can

reach out to your local CSP team for assistance. Local contact numbers are available on the [find your caregiver support team webpage](#).

**VA Caregiver Support Line**  
☎ **1-855-260-3274 toll-free**



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