State of Connecticut Comptroller’s Office
Retirement Payroll ENHANCED Direct Deposit Program

Sign up for Direct Deposit, your retirement benefits are deposited directly into your bank account(s). Direct Deposit is quick and safe; no more waiting for a check to arrive in the mail or possibility of the check getting lost. **Beginning in August 2021, retirees will have the ability to enroll up to two direct deposit accounts per pay cycle. You must have one direct deposit account successfully enrolled before you can request to add a 2nd direct deposit account.**

**How to enroll in or change your direct deposit enrollment:**
Complete the **RETIREMENT DIRECT DEPOSIT AUTHORIZATION AND INPUT FORM (CO-1068)** to enroll in direct deposit or make changes to currently enrolled accounts. The CO-1068 Retirement Direct Deposit form can be found at the following link: https://www.osc.ct.gov/rbsd/forms/pdfs/CO-1068.pdf

Forward the completed form to the Office of the State Comptroller via mail, fax or scanned into an email.

**MAIL TO OUR NEW ADDRESS:**
State of Connecticut
Office of the State Comptroller
165 Capitol Avenue
Hartford, CT. 06106

Fax: 860-702-3489  Email: osc.rsd@ct.gov

**How long will it take for direct deposit enrollment to take effect:**
Direct Deposit changes may take approximately two months to be processed following the receipt of your request. Your pension payment will be sent in the form of a check in the mail until your direct deposit enrollment is completed.

In the first month when Retirement Payroll begins processing your direct deposit request: You will see that $.01 will be deposited electronically into the new direct deposit account to test the connection to the new account (this process is referred to as Prenote). In the second month (after prenote testing is completed successfully) you will begin receiving your payment electronically into your new account.

**When are monthly benefits deposited electronically:**
Monthly retirement payments are deposited into your account on the last business day of the month.

**How to view your monthly statement online:**
To view your current and previous paycheck information securely online, you can log into the retiree portal located at https://retirees.ct.gov/.

For a tutorial on how to access and navigate the retiree portal, visit the following link https://www.osc.ct.gov/rbsd/tutorial.html or contact the OSC Customer Service Center at 860-702-3480 for assistance. You can also send an email to osc.rsd@ct.gov with questions.

If you require assistance with obtaining your User ID (Employee ID) or Password to log onto the online retiree portal, please contact the OSC Customer Service Center at 860-702-3480 or send an email to osc.rsd@ct.gov.
If you are new to enrolling in Direct Deposit:
If you are enrolling in direct deposit for the first time, be sure to complete the CO-1068 form with the information as noted below. Please note that this process will take up to 2 months to complete:

- Your Retiree/Annuitant Number
- The Last Four of SSN (last four of SSN are for use for identification of Retiree/Annuitant Number if not provided on the form)
- First and Last Name
- In the Type of Action section: Select the box “New”
- Complete “Section I” of the form with your bank information
- Skip “Section II” on the form
- Sign & Date the bottom of the form
- Provide the best phone number where we can reach you if we have any questions
- Provide email address, if available
- Send the completed form to the State of Connecticut Comptroller’s Office via contact information provided above or on the direct deposit form.

If you would like to add an additional Direct Deposit Account:
Retirees/Annuitants who already have one established direct deposit account enrolled (Account #1) will have the option of adding one additional direct deposit account (Account #2) beginning August 2021. This process will take up to 2 months to complete. In order to add the 2nd direct deposit account, be sure to complete the form CO-1068 with the following information:

- Your Retiree/Annuitant ID number
- First and Last Name
- In the Type of Action section: Select the box titled “ADD ADDITIONAL ACCOUNT”
- Skip “Section I” on the form
- Complete “Section II” of the form with the new bank account information AND you must choose one of the following Options:
  o Option 1: Flat Amount
    ▪ On the form indicate the flat amount that is to be deposited in Account #2 (new account). The remaining net amount of your retirement benefit will be automatically deposited into your existing Account #1.
    Example: Your Net pay per check is $1,000
    On the form, you indicate that Account #2 is to receive a deposit of $700.00,
    Any remaining net pay, in this case it is $300.00, will be deposited into Account #1.
  o Option 2: Percentage split
    ▪ On the form you will indicate the % Percentage of your Net Pay that is to be deposited in Account #1 and Account #2. The % Percentage amount provided must equal 100% on the form.
    Example: Your Net pay per check is $1,000.
    On the form, if you indicate that 30% is to be deposited into Account #1,
    Then you must indicate that the remaining 70% will be deposited into Account #2.
    Account #1 will receive 30% of $1,000 = $300 will be deposited
    Account #2 will receive 70% of $1,000 = $700 will be deposited

- Sign & Date the bottom of the form
- Provide the best phone number where we can reach you if we have any questions
- Provide email address, if available
- Send the completed form to the State of Connecticut Comptroller’s Office via contact information provided above or on the direct deposit form.
If you are not currently enrolled in direct deposit and would like to participate by adding two new direct deposit accounts:

Retirees/Annuitants who are not currently participating in direct deposit and would like to enroll two direct deposit accounts can do so beginning August 2021. *Please note that this process will take up to 4 months to complete (2 months for each account to be added). Be sure to complete the form CO-1068 with the following information:

- Your Retiree/Annuitant Number
- The Last Four of SSN (last four of SSN are for used for identification of Retiree/Annuitant Number if not provided on the form)
- First and Last Name
- In the Type of Action section: Select the box titled “NEW”
- Complete “Section I” on the form for account #1 to be added
  - This bank account will be added first and will take 2 months to be processed before payment is deposited. 100% of the net pension payment will be deposited into account #1 before account #2 set up has completed.
- Complete “Section II” of the form with the new bank account information for account #2 AND you must choose one of the following Options:
  - **Option 1: Flat Amount**
    - On the form indicate the flat amount that is to be deposited in Account #2. The remaining net amount of your retirement benefit will be automatically deposited into your existing Account #1. Example: Your Net pay per check is $1,000
      - On the form, you indicate that Account #2 is to receive a deposit of $700,
      - Any remaining net pay, in this case it is $300, will be deposited into Account #1.
  - **Option 2: Percentage split**
    - On the form you will indicate the % Percentage of your Net Pay that is to be deposited in Account #1 and Account #2. The % Percentage amount provided must equal 100% on the form.
      - Example: Your Net pay per check is $1,000.
        - On the form, if you indicate that 30% is to be deposited into Account #1,
        - Then you must indicate that the remaining 70% will be deposited into Account #2.
        - Account #1 will receive 30% of $1,000 = $300 will be deposited
        - Account #2 will receive 70% of $1,000 = $700 will be deposited
- Sign & Date the bottom of the form
- Provide the best phone number where we can reach you if we have any questions
- Provide email address, if available
- Send the completed form to the State of Connecticut Comptroller’s Office via contact information provided above or on the direct deposit form.

You can have a Credit Union deduction taken from your pension benefit, in addition to enrollment of up to 2 Direct Deposit accounts.

If you are a Credit Union Member at a participating credit union (see credit union list below for eligibility), you can set up an after-tax deduction to be deducted from your pension benefit. To do this, you will need to complete a deduction form with your credit union, the credit union will send the Retirement payroll unit a deduction request to begin the deduction from your pension payment. You may also enroll in direct deposit for two additional bank accounts by submitting a CO-1068 form to be deposited electronically into your bank accounts.

For example, your monthly net pay is $1,000.00

- You have a credit union deduction of $100 being taken each month.
- This leaves you with $900 which can be electronically deposited in up to two direct deposit bank accounts of your choice (as designated on the CO-1068 form).

**Participating State Credit Unions:**
- Connecticut State Employees Credit Union (CSE Credit Union)
- CT State Prison Credit Union
- State Police Credit Union
- Connecticut Labor Department Federal Credit Union
- Bridgeport City Employees Federal Credit Union
What to do if you have not received your direct deposit?
If you are newly enrolled in direct deposit or have recently made a change to your direct deposit enrollment, it will take up to two months per account for the changes to take effect. You will receive a check in the mail until your direct deposit account is successfully enrolled.

If you have been regularly receiving your direct deposit payments and have not received your electronic deposit on the last business day of the month, please review the steps below on how to proceed:

Step 1: Contact your Banking Institution to determine if they have received the electronic payment transfer. It is possible that your bank received the electronic transfer, however they have not deposited the money into your account for various reasons.

Step 2: Contact the OSC Customer Service Unit, advise which monthly payment you have not received. Please advise the OSC representative if you have already been in contact with your bank and what information your bank has provided.

What to do if you will be changing bank accounts or planning on closing your bank account that is currently receiving your direct deposit payments?
It is best to notify the OSC Customer Service Unit prior to making changes to or closing your bank account that is currently receiving your direct deposit payment by submitting a completed CO-1068 Direct Deposit form. While direct deposit changes are processed, the retiree will receive a check in the mail. Failure to notify the OSC Customer Service Unit in advance could result in a delay of receiving your pension payment (up to 10 business days in some cases).

Where to locate the Routing and Account number information in order to complete the CO-1068 Direct Deposit Request form:
Below is a sample check to assist you in locating your Routing and Account numbers needed to complete the Direct Deposit CO-1068 form:

Who to contact with additional questions about Direct Deposit:
If you have any questions concerning Direct Deposit, please contact the OSC Customer Service Unit at 860-702-3480 for assistance.
Scenario 1: John Smith is participating in direct deposit for the first time, enrolling only one account:

John’s total net pay is $1,000.00. By enrolling in just one direct deposit account, the full $1,000.00 will be electronically deposited into account #1 each pay cycle.

Based on the completed form below: When Retirement payroll begins processing the direct deposit request, John will see that $0.01 will be deposited into his bank account during the direct deposit enrollment process, he will also receive a check in the mail for $1,000.00 that month. The following month, John will receive the full $1,000.00 direct deposit payment into account #1. John will no longer receive a check in the mail for his monthly pension payment.
Scenario 2: John Smith is currently participating in direct deposit and would like to add one additional account using the Flat Amount Option:

John’s total net pay is $1,000.00. John is already enrolled in direct deposit (refer to as account #1). John decides that he would like to add an additional direct deposit account (account #2). He elects to have $700.00 of his net pay deposited in account #2, the remaining net pay of $300.00 will be automatically deposited into existing account #1.

Based on the completed form below: When Retirement payroll begins processing the new direct deposit request, $300.00 will be deposited into John’s existing Direct Deposit account #1 and a check will be sent in the mail to John in the amount of $700.00 while account #2 is being enrolled in direct deposit. It will take approximately 2 months for account #2 to be enrolled in direct deposit. Once direct deposit set up is completed for account #2, John will see that $700.00 will be deposited into his new account #2 and the remaining $300.00 deposited into account #1.

![Form Image]
Scenario 3: John Smith is currently participating in direct deposit and would like to add one additional account using the Percentage Split Option:

**John’s total net pay is $1,000.00.** John is already enrolled in direct deposit (refer to as account #1). He is adding an additional direct deposit account (refer to as account #2). John elects to have 30% of his net pay deposited in account #1 and 70% of his net pay deposited in account #2.

Based on the completed form below: When Retirement payroll begins processing the new direct deposit request, 30% John’s net pay (or $300.00) will be deposited into John’s existing direct deposit account #1 and the remaining 70% of John’s net pay (or $700.00) will be sent via check in the mail while account #2 is being enrolled in direct deposit. It will take approximately 2 months for account #2 to be enrolled in direct deposit. Once direct deposit enrollment is completed for account #2, John will see 30% of his net pay deposited into account #1 and 70% of his net pay deposited into account #2.
Scenario 4: John Smith is new to direct deposit and would like to enroll two direct deposit accounts:

John’s total net pay is $1,000.00. Based on the sample form below, John is electing to use the Flat Amount option and would like $700.00 to be deposited into account #2, remaining net pay will be deposited into account #1. This process will take up to 4 months to complete enrollment into both accounts (2 months for each account to be set up in direct deposit).

Account #1 for Dollar Bank will be set up first by Retirement Payroll. John will continue to receive a check in the mail for the full pension amount while direct deposit is being activated for account #1. After account #1 is successfully enrolled in direct deposit (this process will take approximately two months), John will receive $1,000.00 direct deposit into account #1. After account #1 is completed, the enrollment of account #2 will begin and then the selected flat amount option will be added.

Account #2 for Quarter Bank will be set up by Retirement Payroll after confirmation is received that account #1 has been successfully enrolled. John is currently receiving $300.00 electronically deposited into account #1 and also a check in the mail for $700.00. While Retirement Payroll processes the direct deposit request for account #2, John will see that $0.01 will be deposited into account #2. The following month, John will receive an electronic deposit of $300.00 into account #1 and $700.00 electronically deposited into account #2.