

**Public Partnerships, LLC**  
601-3 East Brockway Avenue, Suite E  
Morgantown, WV 26501  
Phone 304-381-3100  
Fax 866-616-5497



**West Virginia Personal Options  
Traumatic Brain Injury Waiver Program  
Instruction for Direct Deposit Setup**

You can choose to receive your payment directly deposited into your checking account, savings account, or to a pay card of your choice. To sign up for Direct Deposit, review the three steps below and complete the Direct Deposit application. If you have any questions, contact PPL Customer Service toll free at 1-877-908-1755.

Direct Deposit is the fastest and safest way to receive payment from Public Partnerships, LLC.

**1. Meet Direct Deposit Requirements**

You may receive Direct Deposit payroll payments if you meet the following requirements:

1. You must complete the Direct Deposit Application. The person filling out the form must have the authority to authorize payment processing to the account listed.
2. You must agree to immediately notify PPL in writing if you change your bank, account number, account type, ABA routing number, or contact information. With changes, you may need to submit a new Direct Deposit Application form. Failure to comply with notification policies may result in a delay of payment.

**2. Submit Direct Deposit Application to PPL**

Complete and sign the Direct Deposit application.

**NOTE:** *Please be advised that if you choose this option, PPL is **not** supporting any particular pay card/debit card financial institution and is **not** responsible for any fees established by the financial institution. PPL recommends you review all information regarding services fees, transaction limitations or any other important information pertaining to your pay card prior to enrolling and activating your pay card.*

The application and the supporting documents must be sent to:

**FAX:**

**1-866-616-5497**

**MAIL:**

**Public Partnerships, LLC  
WVPO TBI  
601-3 E Brockway Ave, Suite E  
Morgantown, WV 26501**

### **3. Await confirmation from PPL**

Your Direct Deposit account will become active after PPL verifies your account number with your bank or pay card. The whole process will take 1 to 2 **pay cycles** from the time we receive your completed and signed application.

If there is a change in bank account information, your PPL payment account will be taken off Direct Deposit status until the new bank account information is verified. Verification may take a few weeks. You will receive paper checks in the interim period.

The Direct Deposit payment is sent on payday and should be in your bank account on the date reflected on the Payroll Schedule. Please be aware that bank holidays may delay payment posting. After considering bank holidays, contact PPL Customer Service toll free at 1-877-908-1755 if you don't receive your payment on time.

### **4. Remittance Advice**

Once your Direct Deposit becomes active, you will receive a summary of your gross wages, tax withholding, etc. on a document called a "Remittance Advice" that is mailed to you. This is information that used to show on your check stub.

We hope you enjoy having faster access to your payments!

