

What Happens if There Is a Problem With My Direct Deposit Request?

If we are unable to honor your request for direct deposit, we will send a check. Following are some reasons for not honoring a request:

- The name(s) on your tax return do not match the name(s) on the bank account. See line 7 instructions.
- You or your spouse owe a debt to the State of Michigan or to a third party which the state is obligated to pay before it can refund money to you. This includes child support, garnishments and levies.
- You close your bank account after submitting your tax return and direct deposit request.
- The financial institution rejects the direct deposit because you enter an incorrect Social Security number, routing number, or account number; or do not check the correct box for line 8.
- You ask to have your refund deposited into a foreign bank or a foreign branch of a U.S. bank. The State of Michigan can only make direct deposits to accounts in U.S. financial institutions located in the United States.

To Check on Your 1998 Refund

Allow at least eight weeks for the processing of your 1998 refund before calling the Computerized Refund Information System (CRIS) at 1-800-827-4000. To get refund information you must have the primary filer's Social Security number and adjusted gross income or household income. This number may be called 24 hours a day. CRIS will allow you to check on your refund once every seven days.

If your return is selected for review, CRIS will tell you to allow an additional eight weeks for the processing of your refund.

You may also contact your financial institution to find out if the direct deposit has been made. Allow at least eight weeks for the processing of your 1998 refund before calling your financial institution.

Questions?

For more information on direct deposit call the Michigan Tele-Help System at 1-800-827-4000 and listen to topic number 192.

Deaf, hearing or speech impaired persons may call 517-373-9419 (TTY).