

DEPARTMENT OF INSURANCE

ADMINISTRATION & LICENSING SERVICES BRANCH
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May 23, 2016

IMPORTANT EFT NOTICE**SUBJECT: NEW EFT BANKING INFORMATION**

Effective July 1, 2016, Union Bank will replace Citibank as California Department of Insurance's (CDI) processor for EFT payments, and First Data will replace Metavante as the State's data collection service. Our current bank account will only be available for payments up to June 30, 2016 for a debit date no later than July 1, 2016. For example for a tax payment due on July 1, 2016, you need to successfully schedule the payment by June 30, 2016 by 3:00 pm Pacific Time. Any attempts to initiate an EFT payment to our account with Citibank after this time will be returned. Consequently, your tax payment may arrive late and be subject to penalties and interest.

ACH Debit Method:

- The First Data website to make payments online is www.govone.com/PAYCAL
- The number to make tax payments by phone is 1-800-554-7500

ACH Credit Method:

- Union Bank's transit and routing number is 122000496, and bank account number is 0050206920. You must notify your bank of these bank changes prior to making your first payment.

Methods for making payments:

- **Web Interface:** This method of payment is highly recommended. It is quick and minimizes input errors. Confirmation of payment data is available immediately.
- **Interactive Voice Response (IVR):** The phone method
- **Customer Service Representative (CSR):** The live operator

Updated EFT information is available on our website at [EFT – Electronic Fund Transfer](#) webpage. If you have any questions concerning the EFT program, our email is eft@insurance.ca.gov or you may contact the EFT Helpline at (916) 492-3288.