

# NYC ACS POST-ADOPTION/KINGAP SUPPORT FORMS PORTAL

## USER'S GUIDE for Submitting Online:

- Change of Address Requests
- Direct Deposit Requests
- Lost Check Affidavits

**MAY 2026**

NYC Children Home Select Language Powered by Translate

### Post Adoption/KinGAP Support Forms

Step 1 Of 3

Hi [REDACTED], please select one of the options below.

- Adoption / KinGAP Subsidy Change of Address Request Form**  
Support Email: [AddressChange@ACS.NYC.gov](mailto:AddressChange@ACS.NYC.gov) Phone: 212-676-9032
- Vendor / Client Direct Deposit Form**  
Support Email: [Banking@ACS.NYC.gov](mailto:Banking@ACS.NYC.gov) Phone: 212-676-2825
- Lost Check Affidavit - Initial Step**  
Support Email: [ACSAdoption@ACS.NYC.gov](mailto:ACSAdoption@ACS.NYC.gov) Phone: 212-676-2825

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## For Adoptive Parents /Guardians and Vendors

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# Contents

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<b>Welcome to the Post-Adoption/KinGAP Support Forms Portal</b> .....	<b>1</b>
What Can You Do Through This Portal? .....	1
Who Can Use This Portal?.....	1
What Do You Need to Use This Portal?.....	2
Before You Begin .....	2
<b>ACS Contact Information</b> .....	<b>4</b>
<b>Login to the Portal</b> .....	<b>5</b>
<b>Submit a Change of Address Form</b> .....	<b>11</b>
Required and Optional Documents.....	11
Download Instructions to Submit a Change of Address Form .....	20
Automatic Email Notifications .....	20
<b>Submit a Direct Deposit Form (Vendor or Client)</b> .....	<b>21</b>
Required and Optional Documents.....	21
New Enrollment .....	25
Cancellation .....	26
Change of Name on Account.....	28
Change Account Type.....	29
Change of Account Number .....	30
Change of ABA/Routing Number .....	31
Download Instructions to Submit a Direct Deposit Form .....	40
Automatic Email Notifications .....	41
<b>Submit a Lost Check Affidavit – Initial Step</b> .....	<b>42</b>
Upload Documents for Existing Lost Check Affidavit Forms .....	46
Required and Optional Documents.....	47
Download Instructions to Submit a Lost Check Affidavit.....	49
Automatic Email Notifications .....	49
<b>Logout of the Portal</b> .....	<b>50</b>
<b>Appendix A: Automatic Email Notifications</b> .....	<b>51</b>
Change of Address Request .....	52
Direct Deposit Request .....	55
Lost Check Affidavit Request.....	61

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# Welcome to the Post-Adoption/KinGAP Support Forms Portal

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As an adoptive parent, guardian participating in the **Kinship Guardianship Assistance Program** (KinGAP), or vendor, you must provide the NYC Administration for Children’s Services many forms of confidential, private information, such as:

- Information on your child(ren) – case numbers, names, dates of birth, adoption/guardianship dates, and so on
- Signature verification forms
- Change of address forms
- Bank account/routing numbers
- Authorization letters
- Photo IDs
- Voided bank checks/bank verification letters

Processing these documents manually in paper form, as well as retaining all documents, greatly slows the general process, may delay your payments, and increases the possibility of lost, missing or stolen mail. The new Post-Adoption/KinGAP Support Forms portal offers you the opportunity to submit your important information in digital form online through the ACS Website, while keeping your original documents stored on your personal devices.

## What Can You Do Through This Portal?

By completing digitally fillable forms available on our Website, you can quickly, easily, and securely provide ACS with the necessary information for us to process your:

- [Change of address requests](#)
- [Direct deposit requests](#)
- [Lost check affidavits](#)

Printable instructions are available for each form. You can display the forms and instructions in several languages, as well as correspond with ACS in your preferred language.

## Who Can Use This Portal?

Any current ACS client who cares for an Adoptive or KinGAP child/children, or vendor who wants to receive direct deposits to their banks, can use this portal.

# What Do You Need to Use This Portal?

To take advantage of these services, all parents/guardians and vendors will need:

- A NYC.ID account. If you do not already have an account, you can create one when you first access the portal.
- A computer with connections to a printer and the internet
- An email address to receive [automatic email notifications](#) while your request is processed
- Copies of all documents you wish to share with ACS stored on your device in either PDF, PNG, or JPEG format
- Access to a printer to print signature verification forms for a [change of address request](#), and client authorization letters for a [direct deposit request](#)
- Access to a document scanner to scan completed handwritten forms to your computer (if you cannot access a scanner, you can photograph documents with a mobile phone)
- Access to a notary public to notarize any client authorization letters you must submit
- **Vendors only:** A CONNECTIONS Resource ID (vendor ID) to fulfill direct deposit requests

## Before You Begin

Before you logon to the ACS Website and begin to use this portal, please note these important details:

- **Do not mail paper documents:** You should send all documents to ACS through these electronic means. Only in rare exceptions should you continue to mail documents to the agency. In such cases, ACS will scan the documents for you and store them with your other records.
- **Submit all your forms in one session:** When you make a request through the portal, you **must** upload all documents relevant to your request in one session. You cannot return to a request you previously submitted and upload more documents to it. Make sure you have all the documents you will need before you make a request.

*Note: The forms' application does not verify the uploaded documents attached to your request. You must check off the required documents from the checklist prior to submitting a request. Otherwise, your request will be returned or rejected if no document is attached to the request.*

- **You can delete documents:** While you cannot add documents to a request once you have submitted it, you can delete documents prior to submission of your request.
- **You can only submit requests for open cases:** There is typically a lag between the time you submit a request form, and the time your case opens in the New York State system of record. If a case is not yet open in the **Welfare Management System (WMS)** or **Child Care Review Service (CCRS)** systems, you may not submit a request.

- **The application is compliant with ADA requirements:** The Post-Adoption/KinGAP Support Forms application is fully compliant with the **A**mericans with **D**isabilities Rehabilitation **A**ct Amendments of 1998.

# ACS Contact Information

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Information for contacting ACS appears throughout the Post-Adoption/KinGAP Support Forms application. You can reach us by email and phone at these addresses and numbers:

<b>Office of Advocacy</b>	Phone: 212-676-9421
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<b>Adoption/KinGAP Subsidy Change of Address Support</b>	
--	--

Email: <a href="mailto:AddressChange@acs.nyc.gov">AddressChange@acs.nyc.gov</a>	Phone: 212-676-9032
---	---------------------

<b>Vendor/Client Direct Deposit Request Support</b>	
---	--

Email: <a href="mailto:Banking@acs.nyc.gov">Banking@acs.nyc.gov</a>	Phone: 212-676-2825
---	---------------------

<b>Lost Check Affidavit Request Support</b>	
---	--

Email: <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>	Phone: 212-676-2825
---	---------------------

# Login to the Portal

Follow these steps on your device to login to the Post-Adoption/KinGAP Support Forms portal through the ACS Website.

1. Enter the URL [www.nyc.gov/acs](http://www.nyc.gov/acs).

2. Press Enter.

The first page of the NYC Children Website appears.



3. Click the Child Welfare tab head.

The Child Welfare tab appears.



4. Click the Foster/Adopt link.

The Foster/Adopt information appears.

The screenshot shows the NYC Children's Administration website. The header includes the NYC logo, "Administration for Children's Services", and a search bar. The main navigation menu has "Child Welfare" selected. Below this, a green bar contains "Child Safety Resources", "Child Abuse/Neglect", "Foster/Adopt" (highlighted with a red box and arrow), and "Parent Support". The "Foster/Adopt" section features a "Click here" link, a "Become a Foster or Adoptive Parent" link, and a "Click here" link next to the "Adoption Subsidy and KinGAP" link (also highlighted with a red box and arrow). The main content area is titled "Adoption Subsidy and KinGAP" and includes sections for "Adoption Subsidies", "Eligibility", "Rates", and "Medical Assistance". A sidebar on the left contains links for "Adoption Subsidy and KinGAP", "Foster/Adopt Frequently Asked Questions", "Family Stories", "Foster Parent's Guide To Foster Care", and "Foster Parent's Guide To Education". Social media and print icons are at the bottom left.

5. Click on the Adoption Subsidy and KinGAP link option on the left side of the screen.

The Adoption Subsidy and KinGAP information appears.

6. Scroll down to the Direct Deposit, Change of Address, or Lost Check Affidavit Forms section.

The forms information appears.

## Direct Deposit, Change of Address, or Lost Check Affidavit Forms

You can access forms online to update your Direct Deposit information, inform ACS of your new address, or report a lost payment check. Before you can proceed you will need the following information:

- Case Number
- Case Type (Adoption or KinGAP)
- Case Name
- Child's First and Last name
- Adoption/Guardianship date

If you require help for any of the above, please call [212-676-9421](tel:212-676-9421).

You will also need a NYC ID. Click [here](#), and you will be redirected to the NYC ID login page where you may login or apply for a NYC ID. Once you have logged in with your NYC ID you may start the process for obtaining the online forms.

For further assistance, please click [here](#) for the Post Adoption/KinGAP Support Forms User Guide.

### 7. Click the link on the ACS website to be directed to the NYC.ID login page.

The NYC.ID Login screen appears.

The screenshot shows the NYC.ID login interface. On the left, under the heading "Login", there are two text input fields: "Email Address or Username" and "Password". Both fields are outlined with red boxes. To the left of these fields, the text "Complete these fields" is displayed. Below the "Password" field is a blue "Login" button. To the right of the input fields, there is a section for alternative login methods, including "Log in using one of these options" with buttons for NYC Employees, Google, Microsoft, LinkedIn, and Yahoo. Below this section, there is a link "Create Account" highlighted with a red box, and the text "If you do not have a NYC.ID account, click here to create one". At the bottom left, there is a "Forgot Password" link, and at the bottom right, there is a "Report an Issue" link. A warning message is visible at the bottom of the page: "WARNING: This system and network belong to the City of New York and are intended solely for users and uses authorized by the City of".

*Note: NYC Employees may choose to log in via the NYC Employees link option on the right side of the screen.*

Use the **Tab** key to move from field to field. Fields marked with \* are required.



**Before you login**, if you do not already have a NYC.ID account, click the **Create Account** link on the screen to create a new account. Follow the onscreen instructions to enter an email address, create a password, and select a security question and answer.

*Note: If you forgot your password, click the **Forgot Password** link and enter your email address in the field and then click submit. If you wish to report an issue, click the **Report an Issue** link and report your issue.*

**8. Enter your email address in the Email Address or Username field.**

*Note: Your email address will be auto populated to your request in order to receive automatic email notifications and to correspond with ACS. Please be sure this is an email address you check and want to receive correspondence with from ACS.*

**9. Enter your password in the Password field.**

**10. Click .**

If your entries are valid, the **Post-Adoption/KinGAP Support Forms** Authorization screen appears.



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Use the **Tab** key to move from field to field.

Fields marked with \* are required.

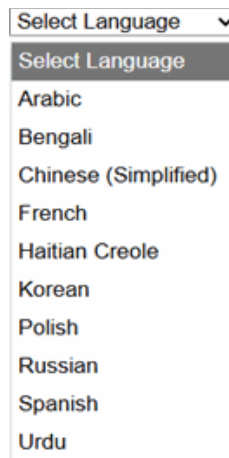
The fields are not case sensitive. You can use uppercase or lowercase letters.

To clear your entries and start over, click .

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## 11. Complete the following steps.

- Select a language from the Google Translate drop-down list in the top right corner. The information on all screens will then appear in this language. English is the default.




- Select the language from the Preferred Language drop-down list in which you wish to receive further communication (email). English is the default.
- Enter your case number in the **Case Number** field
- Select your case type from the **Case Type** drop-down list
- Enter the case name in the **Case Name** field (e.g., a combination of **last name, first name**, with a comma or space between names). You must enter the case name exactly as it appears in documents provided for you by ACS.

*Note: You may try **Case Name** with last name only.*

- Enter the child's last name in the **Child Last Name** field
- Enter the child's first name in the **Child First Name** field
- Enter the child's adoption/guardianship date in the **Adoption/Guardianship Date** field



If you enter the date manually, be sure to include the slash marks (/). Or you can click the  icon to display a pop-up calendar for the current month. Use

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
---

the forward and back arrows on the calendar to navigate to the correct date, then click the date to enter it in the field.

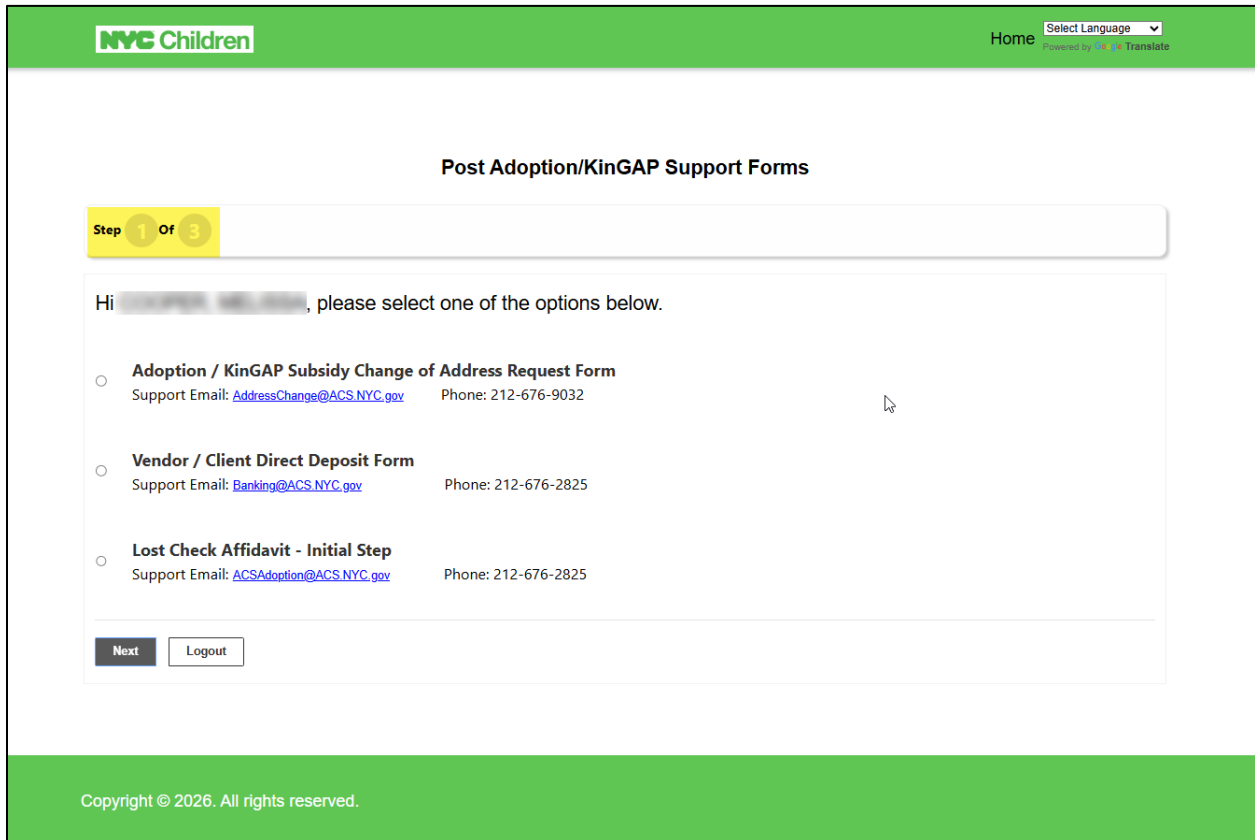
---

- Enter a telephone number where you can be reached in the **Phone Number** field
- Enter the CAPTCHA image you see in the blank field below it (the image is different each time you login). If you cannot read the image, click Play the audio code to hear the image's contents spoken in English only.

**12. Click .**

If any required entries are missing, entries are entered incorrectly, or do not match the information on record, error messages will appear. Correct your entries and click  again.

When all information is correct, the form selection screen appears.



The screenshot shows a web interface for "Post Adoption/KinGAP Support Forms". At the top left is the "NYC Children" logo. At the top right are links for "Home" and "Select Language" (with a dropdown arrow), and a note "Powered by Google Translate". The main heading is "Post Adoption/KinGAP Support Forms". Below this is a progress indicator "Step 1 Of 3". The main content area contains a message: "Hi [REDACTED], please select one of the options below." There are three radio button options:

- Adoption / KinGAP Subsidy Change of Address Request Form**  
Support Email: [AddressChange@ACS.NYC.gov](mailto:AddressChange@ACS.NYC.gov) Phone: 212-676-9032
- Vendor / Client Direct Deposit Form**  
Support Email: [Banking@ACS.NYC.gov](mailto:Banking@ACS.NYC.gov) Phone: 212-676-2825
- Lost Check Affidavit - Initial Step**  
Support Email: [ACSAdoption@ACS.NYC.gov](mailto:ACSAdoption@ACS.NYC.gov) Phone: 212-676-2825

At the bottom of the form area are two buttons: "Next" and "Logout". The footer of the page contains the text "Copyright © 2026. All rights reserved."

From this screen, you can submit information for these options:

- [Change of Address requests](#)
- [Direct Deposit requests](#)
- [Lost Check Affidavits](#)

# Submit a Change of Address Form

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As a parent or guardian, you can use this form to notify ACS of a change in your residential address.

## Required and Optional Documents

To submit a change of address form, you must submit these required documents. Other documents you can also submit are optional.

- Required:** Change of Address Signature Verification form  
(You can download this form from the application)
- Required:** Photo ID of parent 1/guardian 1/representative payee
- Optional:** Photo ID of parent 2/guardian 2/representative payee  
(If only one client on the account)



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Have these documents completed, printed, and signed before you submit a change of address request.

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Begin from the [form selection screen](#).

1. Click the circle to the left of the **Adoption/KinGAP Subsidy Change of Address Request Form** option.

Step 1 Of 3

Hi [redacted] please select one of the options below.

Select this →  **Adoption / KinGAP Subsidy Change of Address Request Form**  
Support Email: [AddressChange@ACS.NYC.gov](mailto:AddressChange@ACS.NYC.gov) Phone: 212-676-9032

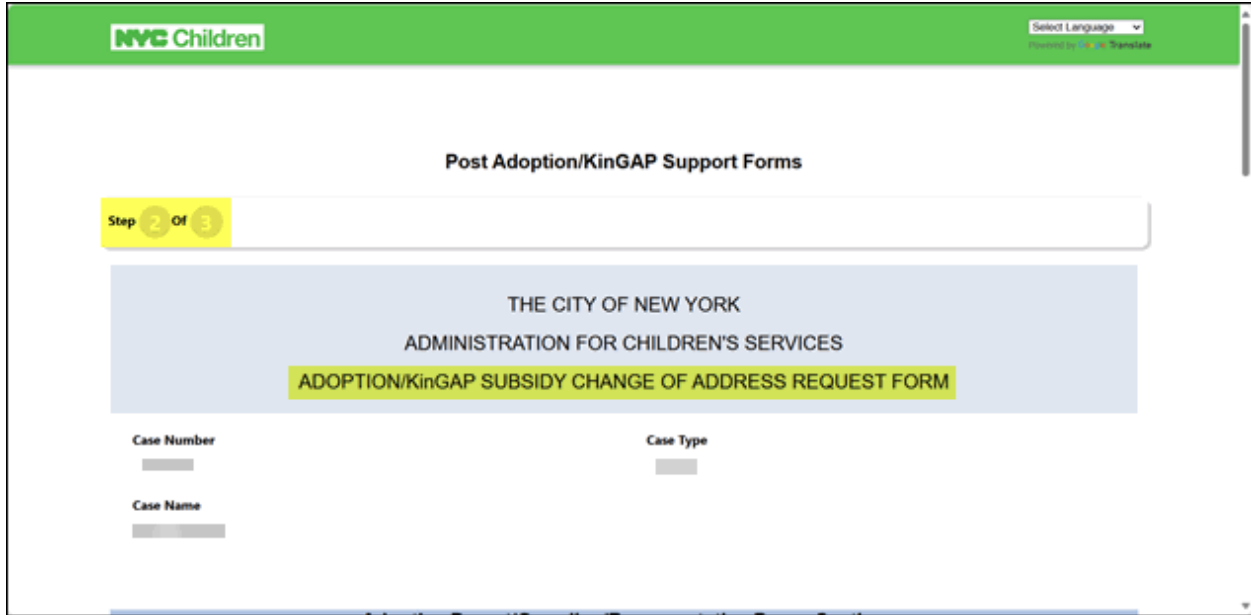
**Vendor / Client Direct Deposit Form**  
Support Email: [Banking@ACS.NYC.gov](mailto:Banking@ACS.NYC.gov) Phone: 212-676-2825

**Lost Check Affidavit - Initial Step**  
Support Email: [ACSAdoption@ACS.NYC.gov](mailto:ACSAdoption@ACS.NYC.gov) Phone: 212-676-2825

Click here →

2. Click **Next**.

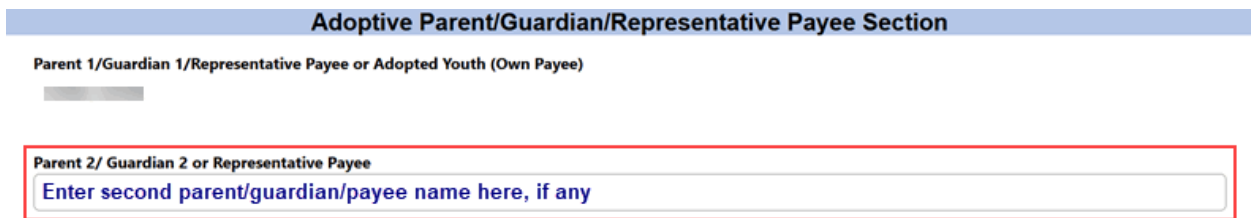
The Step 2 of 3 screen for the Adoption/KinGAP Subsidy Change of Address Request Form appears.



The screenshot shows a web interface for NYC Children's Administration for Children's Services. At the top, there is a green header with the NYC Children's logo and a language selection dropdown. The main content area is titled 'Post Adoption/KinGAP Support Forms' and indicates 'Step 2 Of 3'. Below this, a light blue box contains the text 'THE CITY OF NEW YORK ADMINISTRATION FOR CHILDREN'S SERVICES' and 'ADOPTION/KinGAP SUBSIDY CHANGE OF ADDRESS REQUEST FORM'. Underneath, there are three input fields: 'Case Number', 'Case Type', and 'Case Name', each with a greyed-out placeholder.

The form is pre-filled with case number, case type, case name, parent 1/guardian 1, email address, and phone number you entered when you [logged in](#) to the portal. Scroll down to see the complete form.

3. (Optional) Enter the names of all adoptive parents/guardians/representative payees.



The screenshot shows a section titled 'Adoptive Parent/Guardian/Representative Payee Section' with a blue header. Below the header, there are two input fields. The first field is labeled 'Parent 1/Guardian 1/Representative Payee or Adopted Youth (Own Payee)' and contains a greyed-out placeholder. The second field is labeled 'Parent 2/ Guardian 2 or Representative Payee' and contains the text 'Enter second parent/guardian/payee name here, if any'.

\* If there are two adoptive parents/guardians/representative payees, then both names and signatures are required.

The name of the first adoptive parent/guardians/representative payee should already appear in the **Parent 1/Guardian 1/Representative Payee or Adopted Youth (Own Payee)** field. If your case has a second adoptive parent/guardians/representative payee, add that name in the **Parent 2/Guardian 2 or Representative Payee** text box. If not, leave the text box blank.

4. Enter your new residential address in the New Residential Address text box (this is required).

The screenshot shows a web form with three main sections: 'New Residential Address', 'Additional Information', and 'Contact Information'. The 'New Residential Address' section is highlighted with a red border and contains a text box with the prompt 'Enter your new residential address here'. Below this text box are two lines of red text: '\* No P.O Box is acceptable as Residential Address' and '\*\* The address outside of USA shall comply with the standards specific to the country of residence'. The 'Additional Information' section is a large empty text box. The 'Contact Information' section is also empty.



Note the messages underneath the text box:

- A PO (Post Office) box is not acceptable as a residential address
- If you reside outside of the USA, your address must comply with the standards specific to your country of residence

5. (Optional) Enter any additional information regarding your request in the Additional Information text box.

If there is no additional information, leave this box blank.

6. When you have completed the Change of Address form, click **Next**.

The Step 3 of 3 screen for submitting a Change of Address form appears, displaying a list of required and optional documents to upload to your ACS record.

**Post Adoption/KinGAP Support Forms**

Step **3** Of **3**

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### Required Documents for Change of Address

**Required Documents**

Click these buttons to upload your documents

Name	-	↓
Guardian/Parent Signature Verification Form	Required	<input type="button" value="Upload"/>
Photo ID of Parent 1/Guardian 1/Representative Payee	Required	<input type="button" value="Upload"/>
Photo ID of Parent 2/Guardian 2/Representative Payee	Optional	<input type="button" value="Upload"/>

[Download Change of Address Signature Verification Form](#)  
\* Click the above link to download the Change of Address Signature Verification Form.

Download, complete, scan, and upload the completed Signature Verification Form

The required documents must be included into the request packet for timely review and approval of request. If request does not include all fully completed relevant supporting documents, the request packet may be returned. Please select corresponding box for every attached document.

\* Photo ID and Signature copy are required for each Vendor/Client

\* Acceptable documents are Driver's License, Non-Driver's State ID, Passport, Green Card

#### Checklist for Change of Address Request Form

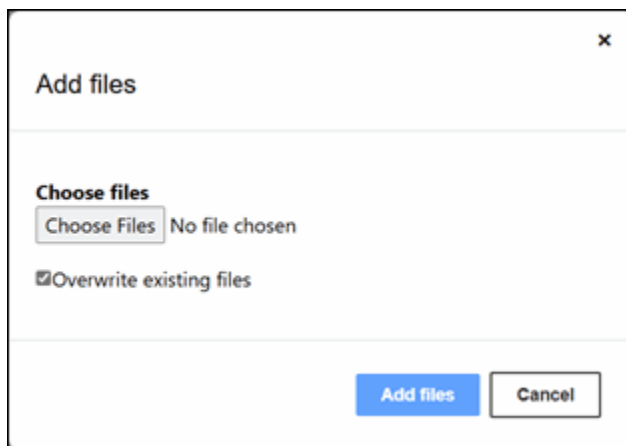
- Government issued Photo ID for Parent 1/Guardian 1/Representative Payee \*
- Government issued Photo ID for Parent 2/Guardian 2/Representative Payee
- Vendor/Client Signature Verification Form \*

Check off which documents you have uploaded

Click here when done

The required and optional documents are listed at the top of the screen.

- For each document you wish to upload, click its  button to display an **Add files** dialog box



- Click  to open your device's Windows Explorer dialog box



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If you are replacing documents you have previously uploaded to the portal, also check **Overwrite existing files** to replace those documents with your new documents.

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- Navigate to the file you wish to upload, then click  to add the filename to the dialog box
- Click  to upload the file from your device
- Repeat the previous three actions for each document you wish to upload
- On the checklist, check which documents you have uploaded. This is necessary so that ACS staff can validate the documents we receive from you, and ensure they meet the requirements for your request.

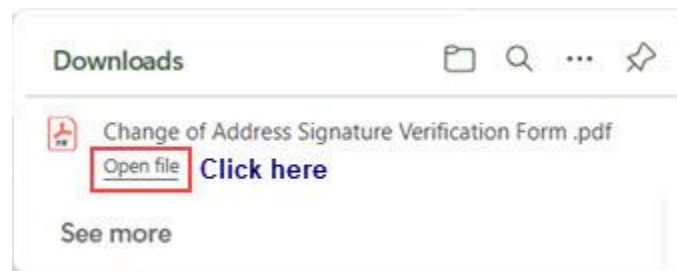
## 7. Download a Change of Address Signature Verification form.

If you have not previously saved a Change of Address Signature Verification form to your case record, you must provide one before you can complete your request.

[Download Change of Address Signature Verification Form](#)

\* Click the above link to download the Change of Address Signature Verification Form.

- Click the [Download Change of Address Signature Verification Form](#) link to download the form and display a **Downloads** dialog box



- Click [Open file](#) to display the form

## Change of Address Signature Verification Form

**Parent 1 / Guardian 1 or Adopted Youth (Own Payee)**

Case Name:

**First Parent: SIGN your name here  
Do not print**

Signature of Parent 1 / Guardian 1 or Adopted Youth (Own Payee) Date

**Parent 2 / Guardian 2 or Adopted Youth (Own Payee)**

Case Name:

**Second Parent: SIGN your name here  
Do not print**

Signature of Parent 2 / Guardian 2 or Adopted Youth (Own Payee) Date


\* The signature of Parent 2 / Guardian 2 is required when present on official Adoption or Guardianship documents

## 8. Complete the form.

Print the form on your printer, then fill it out by hand.

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Click the  icon at the top right corner of the screen to open a print dialog box, then select your print options.

Legal size paper (8 ½ by 14 inches) is preferred, but letter size paper (8 ½ by 11 inches) is acceptable.

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- The first parent must **sign** (not print) her/his name in the **Signature of Parent 1/Guardian 1 or Adopted Youth (Own Payee)** text box
- If the second parent/guardian/adopted youth's name is provided on the form, then the case name and the current date will be pre-filled in the **Parent 2/Guardian 2 or Adopted Youth (Own Payee)** section. The second parent must **sign** (not print) her/his name in the signature text box.

## 9. Save the form to your device in digital format.

Once you have printed, completed, and signed the signature verification form, scan the paper into your device in a digital format (PDF, PNG, or JPEG).

- If you have access to a document scanner, scan the form
- If you do not have access to a scanner, take a photograph of the form with a mobile device. Be sure to capture the entire form, in one of the acceptable file formats.
- Save the form to a location on your computer

10. Click .


If you have entered all required information and uploaded all necessary documents, this screen appears.

The screenshot shows a web page with a green header. On the left is the 'NYC Children' logo. On the right are links for 'Home' and 'Select Language' with a dropdown arrow, and a small 'Powered by Translate' logo. The main content area has a title 'Post Adoption/KinGAP Support Forms' and a green success message: 'Submission completed successfully.' Below this is a question: 'Do you have another Adoption/KinGAP case?' with three buttons: 'Logout', 'No', and 'Yes'. The footer is green and contains the text 'Copyright © 2026. All rights reserved.'

- If you wish to submit a change of address form for another adoption or KinGAP case, click , then repeat this procedure beginning at the [login page](#)
- If you do not wish to submit another form, click . You will return to the [form selection screen](#).
- To [logout](#) of the portal, click

## Download Instructions to Submit a Change of Address Form

You can download instructions for submitting a Change of Address request. Click the [Download Instructions for 'How to submit Change of Address Form'](#) link on the Adoption/KinGAP Subsidy Change of Address Request Form screen, then click [Open file](#) in the **Downloads** dialog box that appears. The instructions as shown below will display on your screen.



**INSTRUCTIONS FOR CHANGE OF ADDRESS REQUEST FORM**

Thank you for your interest in updating your primary address status. Please complete the enrollment questions below and follow the additional steps to complete the application:

Please submit the document(s) listed below:

- 1- Complete the Change of Address Request Form.
- 2- **Print** and **fill-out** the attached **Signature Form** ensuring that you hand **sign & date**.
- 3- For **two-parent subsidy recipients**: Provide a **clear copy** of a **government-issued photo ID** for **BOTH PARENTS** listed on the ACS Subsidy Account.

Once all documents are prepared, please scan each item (i.e. PDF and JPEG) and upload each item into the application portal. Once a full application is received it takes up to eight (8) weeks to process the changes. In the interim if you are not enrolled in Direct Deposit, you will receive paper checks to your address on file until processing is completed.

Please use the portal to submit all documents and complete your application. If you need assistance, please contact us with questions by emailing: [ADDRESSCHANGE@ACS.NYC.GOV](mailto:ADDRESSCHANGE@ACS.NYC.GOV)

## Automatic Email Notifications

You will receive an email notification in your preferred language, confirming our receipt of your change of address request. If your request is returned, if you make duplicate requests, and when your request is approved, you will receive additional emails. See [Appendix A](#) for a table of all email messages.

# Submit a Direct Deposit Form (Vendor or Client)

---

Parents/guardians and vendors can use this form to enroll a banking account (checking or savings) in a direct deposit program. You can make six types of requests:

- [New enrollment in direct deposit](#)
- [Cancellation of direct deposit](#)
- [Change of name on account](#)
- [Change of account number](#)
- [Change of account type](#)
- [Change of ABA/routing number](#)

## Required and Optional Documents

To submit a direct deposit form, you must submit these required documents. Other documents you can also submit are optional.

**Optional:** Photo ID of Parent 2/Guardian 2/Representative Payee  
(If only one client on the account)

**Optional:** Authorization letter  
(You can download this from the application)



For a single-parent account, submitting the authorization letter is optional. For a two-parent account, submitting the letter is **required**. Be sure to include it when you upload your documents to your ACS record.

---

**Required:** Pre-Printed Voided Check or Bank Verification Letter

**Required:** Photo ID of Parent 1/Guardian 1/Representative Payee

**Required:** Vendor/Client Signature Verification Form  
(You can download this from the application)



Have these documents completed, printed, and signed before you submit a direct deposit form. An authorization letter must be notarized by a notary public.

---

To submit any type of direct deposit requests, begin from the [form selection screen](#).

**1. Click the circle to the left of the Vendor/Client Direct Deposit Form option.**

Step 1 Of 3

Hi [redacted] please select one of the options below.

- Adoption / KinGAP Subsidy Change of Address Request Form**  
Support Email: [AddressChange@ACS.NYC.gov](mailto:AddressChange@ACS.NYC.gov) Phone: 212-676-9032
- Vendor / Client Direct Deposit Form**  
Support Email: [Banking@ACS.NYC.gov](mailto:Banking@ACS.NYC.gov) Phone: 212-676-2825
- Lost Check Affidavit - Initial Step**  
Support Email: [ACSAdoption@ACS.NYC.gov](mailto:ACSAdoption@ACS.NYC.gov) Phone: 212-676-2825

Click here →

**2. Click .**

A confirmation message appears.

**Confirm Your Address**

Please note that any change to your Direct Deposit may result in the mailing of paper checks by ACS to your current address on file.  
Is your current address on file with ACS up to date?

### 3. Confirm your address on file with ACS.

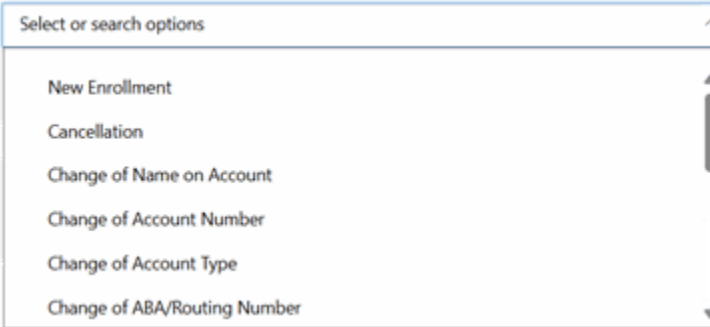
- If your address on file is not current, click . The [Adoption/KinGAP Subsidy Change of Address Request Form](#) screen reappears.
  - From there, complete steps 3 through 10 shown under **Submit a Change of Address Form**
  - When you have submitted your current address, begin your direct deposit submission again
- If your address on file is current, click .

The Step 2 of 3 screen for Vendor/Client Direct Deposit Enrollment/Cancellation appears.

The screenshot displays the NYC Children's Administration portal interface. At the top, there is a green header with the 'NYC Children' logo and a 'Home' link. A language selection dropdown is visible in the top right corner. The main content area is titled 'Post Adoption/KinGAP Support Forms' and shows a progress indicator for 'Step 2 Of 3'. The central focus is a form titled 'THE CITY OF NEW YORK ADMINISTRATION FOR CHILDREN'S SERVICES' with a yellow button for 'VENDOR/CLIENT DIRECT DEPOSIT Enrollment / Cancellation'. Below the button is a dropdown menu for 'Action Type(s) \*' with the text 'Select or search options'. At the bottom of the form, there is a section for 'Vendor/Client Identification' with fields for 'Vendor / Client Number' and 'Case Type'.

The form is pre-filled with some of the information you entered when you [logged in](#) to the portal. Scroll down to see the complete form.

4. Select an action type from the Action Type(s) drop-down list (this is required).



The image shows a screenshot of a web form's drop-down menu. The menu is titled "Select or search options" and contains six items: "New Enrollment", "Cancellation", "Change of Name on Account", "Change of Account Number", "Change of Account Type", and "Change of ABA/Routing Number". The menu is currently open, showing these options.



---

There is no default action type. Depending on the type you select, which fields you are required to complete in the **Enrollment** section of the form will change.

---

## New Enrollment

To enroll a new account for direct deposit:

- Select **New Enrollment** from the **Action Type(s)** drop-down list

**Action Type(s) \***

New Enrollment ×

- Scroll down to the **Enrollment** section of the form

**Enrollment**

**Complete these fields**

**Bank Account Type \***  
Select

**Person 1 \***

**Person 2**

**ABA/Routing Number \***

**Bank Account Number \***

Person(s) named on the account must include vendor/client

1. ABA/Routing Bank Number:

- Checking Account - The ABA/Routing number is the first nine (9) numbers prior to the account number at the bottom of the check
- Savings Account - Contact your bank for ABA/Routing number if not known

2. Bank Account Number: See check, passbook or account statement for account number

- Enter your banking information
- Fields marked with \* are required. Refer to the onscreen text to determine your ABA/routing and bank account numbers, if necessary.
- Select your bank account type from the **Bank Account Type** drop-down list
  - *(Optional)* The **Person 1** field is pre-filled. If the account bears a second person's name, enter that name in the **Person 2** field. If not, leave the field blank.
  - Enter the account's ABA/routing number in the **ABA/Routing Number** field
  - Enter the bank account number in the **Bank Account Number** field
- Go to [step 5](#)

## Cancellation

To cancel a direct deposit agreement you have previously made:

- Select **Cancellation** from the **Action Type(s)** drop-down list

**Action Type(s) \***

Cancellation ×

- Scroll down to the **Enrollment** section of the form

**Enrollment**

**Complete these fields**

**Bank Account Type \***  
Select

**Person 1 \***

**Person 2**

**ABA/Routing Number \***

**Bank Account Number \***

Person(s) named on the account must include vendor/client

1. ABA/Routing Bank Number:

- Checking Account - The ABA/Routing number is the first nine (9) numbers prior to the account number at the bottom of the check
- Savings Account - Contact your bank for ABA/Routing number if not known

2. Bank Account Number: See check, passbook or account statement for account number

- Enter your banking information
- Fields marked with \* are required. Refer to the onscreen text to determine your ABA/routing and bank account numbers, if necessary.
- Select your bank account type from the **Bank Account Type** drop-down list
  - *(Optional)* The **Person 1** field is pre-filled. If the account bears a second person's name, enter that name in the **Person 2** field. If not, leave the field blank.
  - Enter the account's ABA/routing number in the **ABA/Routing Number** field
  - Enter the bank account number in the **Bank Account Number** field

- Authorize the direct deposit cancellation
  - Scroll down to the **Cancellation** section

#### Cancellation

I hereby authorize NYC/ACS to cancel my Direct Deposit Agreement. \*  [Check here](#)

- Read the statement, then check the box to authorize ACS to cancel the direct deposit agreement.
- Go to [step 5](#)

## Change of Name on Account

To change a name on a direct deposit request:

- Select **Change of Name on Account** from the **Action Type(s)** drop-down list

**Action Type(s) \***

Change of Name on Account ×

- Scroll down to the **Enrollment** section of the form

**Enrollment**

**Complete these fields**

**Bank Account Type \***  
Select

**Person 1 \***  
Enter the **CHANGED** name here

**Person 2**

**ABA/Routing Number \***

**Bank Account Number \***

Person(s) named on the account must include vendor/client

1. ABA/Routing Bank Number:

- Checking Account - The ABA/Routing number is the first nine (9) numbers prior to the account number at the bottom of the check
- Savings Account - Contact your bank for ABA/Routing number if not known

2. Bank Account Number: See check, passbook or account statement for account number

- Enter your banking information
- Fields marked with \* are required. Refer to the onscreen text to determine your ABA/routing and bank account numbers, if necessary.
- Select your bank account type from the **Bank Account Type** drop-down list
  - Delete the name that appears in the Person 1 field, then enter the **changed** name for the account
  - *(Optional)* If the account bears a second person's name, enter that name in the **Person 2** field. If not, leave the field blank.
  - Enter (or re-enter) the account's ABA/routing number in the **ABA/Routing Number** field
  - Enter (or re-enter) the bank account number in the **Bank Account Number** field
- Go to [step 5](#)

## Change Account Type

To change your bank account type from checking to savings, or from savings to checking:

- Select **Change of Account Type** from the **Action Type(s)** drop-down list

### Action Type(s) \*

Change of Account Type ×

- Scroll down to the **Enrollment** section of the form

**Enrollment**

**Complete these fields**

**Person 1 \***

**Person 2**

**ABA/Routing Number \***

**Bank Account Type \***

Select

Select

Checking

Savings

Select the CHANGED account type

**Bank Account Number \***

Enter CHANGED bank account number here

Person(s) named on the account must include vendor/client

1. ABA/Routing Bank Number:

- Checking Account - The ABA/Routing number is the first nine (9) numbers prior to the account number at the bottom of the check
- Savings Account - Contact your bank for ABA/Routing number if not known

2. Bank Account Number: See check, passbook or account statement for account number

- Enter your updated banking information  
Fields marked with \* are required. Refer to the onscreen text to determine your ABA/routing and bank account numbers, if necessary.
  - Select your **changed** bank account type from the **Bank Account Type** drop-down list
  - *(Optional)* The **Person 1** field is pre-filled. If the account bears a second person's name, enter that name in the **Person 2** field. If not, leave the field blank.
  - Enter (or re-enter) the account's ABA/routing number in the **ABA/Routing Number** field
  - Enter the **changed** bank account number in the **Bank Account Number** field
- Go to [step 5](#)

## Change of Account Number

To record a change to your bank account number on a direct deposit account:

- Select **Change of Account Number** from the **Action Type(s)** drop-down list

**Action Type(s) \***

Change of Account Number ×

- Scroll down to the **Enrollment** section of the form

**Enrollment**

**Complete these fields**

**Person 1 \***

**Person 2**

**Bank Account Type \***

Select ▼

**ABA/Routing Number \***

**Bank Account Number \***

Enter CHANGED bank account number here

Person(s) named on the account must include vendor/client

1. ABA/Routing Bank Number:

- Checking Account - The ABA/Routing number is the first nine (9) numbers prior to the account number at the bottom of the check
- Savings Account - Contact your bank for ABA/Routing number if not known

2. Bank Account Number: See check, passbook or account statement for account number

- Enter your updated banking information.  
Fields marked with \* are required. Refer to the onscreen text to determine your ABA/routing and bank account numbers, if necessary.
  - Select your bank account type from the **Bank Account Type** drop-down list
  - *(Optional)* The **Person 1** field is pre-filled. If the account bears a second person's name, enter that name in the **Person 2** field. If not, leave the field blank.
  - Enter (or re-enter) the account's ABA/routing number in the **ABA/Routing Number** field
  - Enter the **changed** bank account number in the **Bank Account Number** field
- Go to [step 5](#)

## Change of ABA/Routing Number

To record a change to your ABA/routing number on a direct deposit account:

- Select **Change of ABA/Routing Number** from the **Action Type(s)** drop-down list

**Action Type(s) \***

Change of ABA/Routing Number ×

- Scroll down to the **Enrollment** section of the form

**Enrollment**

**Complete these fields**

**Person 1 \***

**Person 2**

**Bank Account Type \***

**ABA/Routing Number \***

**Bank Account Number \***

Person(s) named on the account must include vendor/client

1. ABA/Routing Bank Number:

- Checking Account - The ABA/Routing number is the first nine (9) numbers prior to the account number at the bottom of the check
- Savings Account - Contact your bank for ABA/Routing number if not known

2. Bank Account Number: See check, passbook or account statement for account number

- Enter your updated banking information  
Fields marked with \* are required. Refer to the onscreen text to determine your ABA/routing and bank account numbers, if necessary.
  - Select your bank account type from the **Bank Account Type** drop-down list
  - *(Optional)* The **Person 1** field is pre-filled. If the account bears a second person's name, enter that name in the **Person 2** field. If not, leave the field blank.
  - Enter the **changed** ABA/routing number in the **ABA/Routing Number** field
  - Enter (or re-enter) the bank account number in the **Bank Account Number** field
- Go to [step 5](#)

**5. Authorize the direct deposit payments.**

Scroll down to the **Vendor/Client Authorization** section.

**Vendor / Client Authorization**

I hereby authorize NYC/ACS to deposit my payment directly into my checking or savings account as requested.  
I also grant authorization for the reversal of a credit to my account in the event the credit was made in error. I understand that, under the "National Automated Clearing House Association" operating guidelines and rules, NYC/ACS can reverse only the amount of the incorrect direct deposit.  
I agree that this authorization will remain in effect until I provide NYC/ACS a written cancellation to terminate the services

Authorize Payment Direct Deposit  [Check here](#)

Read the statement, then check the box to authorize ACS to make the direct deposit payments.

**6. Information text box.**

**Additional Information**

Additional Information

Enter any additional information here

7. When you have completed the form, click **Next**.

The Step 3 of 3 screen for submitting a Direct Deposit form appears, displaying a list of documents, both required and optional, that you can upload to your ACS record.

**Required Documents for Direct Deposit**

Required Documents

Click these buttons to upload your documents

Name		
Preprinted Voided Check or Bank Verification Letter	Required	<input type="button" value="Upload"/>
Vendor/Client Signature Verification Form	Required	<input type="button" value="Upload"/>
Photo ID of Parent 1/Guardian 1/Representative Payee	Required	<input type="button" value="Upload"/>
Photo ID of Parent 2/Guardian 2/Representative Payee	Optional	<input type="button" value="Upload"/>
Authorization Letter	Optional	<input type="button" value="Upload"/>

[Download Direct Deposit Signature Verification Form](#)  
\* Click the above link to download the Direct Deposit Signature Verification Form.

[Download Authorization Letter](#)  
\* For accounts with two adoptive parents, guardians, or payees, the person whose name is not listed on the bank account must fill out, sign, and notarize the Authorization Letter. Download the letter from the above link.

The required documents must be included into the request packet for timely review and approval of request. If request does not include all fully completed relevant supporting documents, the request packet may be returned. Please select corresponding box for every attached document.

\* Photo ID and Signature copy are required for each Vendor/Client  
\* Acceptable documents are Driver's License, Non-Driver's State ID, Passport, Green Card  
\* If there are two adoptive parents/guardians/representative payees, then both names are required.

**Checklist**

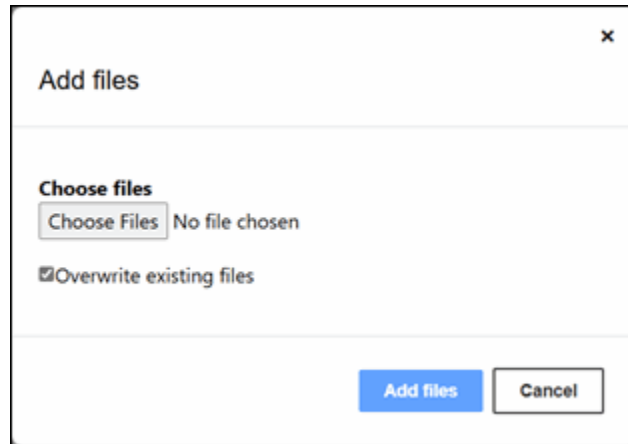
- Government issued Photo ID for Parent 1/Guardian 1/Representative Payee \*
- Government issued Photo ID for Parent 2/Guardian 2/Representative Payee
- Vendor/Client Signature Verification Form \*
- Authorization Letter
- Preprinted Voided Check or Bank Verification Letter \*

Check off which documents you have uploaded

[Click here when done](#)

The documents are listed at the top of the screen.

- For each document you wish to upload, click its  button to display an **Add files** dialog box



- Click  to open your device's Windows Explorer dialog box



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If you are replacing documents you have previously uploaded to the portal, also check **Overwrite existing files** to replace those documents with your new documents.

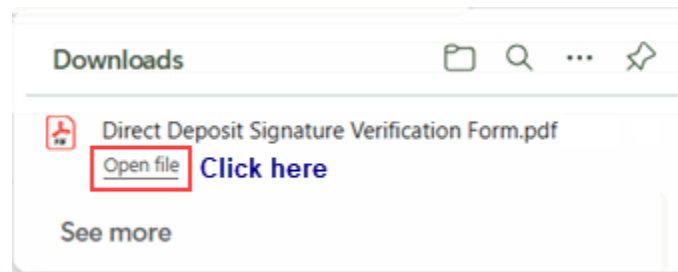
---

- Navigate to a document you wish to upload, then click  to add the filename to the dialog box
- Click  to upload the file from your device
- Repeat the previous three actions for each document you wish to upload
- On the checklist, check which documents you have uploaded. This is necessary so that ACS staff can validate the documents we receive from you, and ensure they meet the requirements for your request.

## 8. Download the Direct Deposit Signature Verification form.

For any type of direct deposit request, you must complete and submit this form. Click the [Download Direct Deposit Signature Verification Form](#) link to download the form and display a **Downloads** dialog box.

[Download Direct Deposit Signature Verification Form](#)  
\* Click the above link to download the Direct Deposit Signature Verification Form.



- Click [Open file](#) to display the form

**Direct Deposit  
Signature Verification Form**

Parent 1 / Guardian 1 or Adopted Youth (Own Payee)

Case Name:

**First Parent: SIGN your name here  
Do not print**

Signature of Parent 1 / Guardian 1 or Adopted Youth (Own Payee) Date

Parent 2 / Guardian 2 or Adopted Youth (Own Payee)

Case Name:

**Second Parent: SIGN you name here  
Do not print**


Signature of Parent 2 / Guardian 2 or Adopted Youth (Own Payee) Date

\* The signature of Parent 2 / Guardian 2 is required if present on official Adoption or Guardianship documents

## 9. Complete the form.

Print the form on your printer, then fill it out by hand.



Click the  icon at the top right corner of the screen to open a print dialog box, then select your print options.

Legal size paper (8 ½ by 14 inches) is preferred, but letter size paper (8 ½ by 11 inches) is acceptable.

- The first parent must **sign** (not print) her/his name in the **Signature of Parent 1/Guardian 1 or Adopted Youth (Own Payee)** text box.
- If the second parent/guardian/adopted youth's name is provided on the form, then the case name and the current date will be pre-filled in the **Parent 2/Guardian 2 or Adopted Youth (Own Payee)** section. The second parent must **sign** (not print) her/his name in the signature text box.

## 10. Save the form to your device.

Once you have printed, completed, and signed the signature verification form, scan the paper into your device in a digital format (PDF, PNG, or JPEG).

- If you have access to a document scanner, scan the form
- If you do not have access to a scanner, take a photograph of the form with a mobile device. Be sure to capture the entire form, in one of the acceptable file formats.
- Save the form to a location on your computer

## 11. Download the authorization letter.

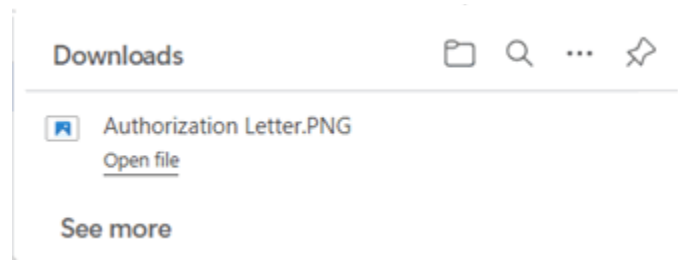


For a single-parent account, submitting the authorization letter is optional. For a two-parent account, submitting the letter is **required**. Be sure to include it when you upload your documents to your ACS record (see step **Error! Reference source not found.**).

Click the [Download Authorization Letter](#) link to download the letter and display a **Downloads** dialog box.

### Download Authorization Letter

\* For accounts with two adoptive parents, guardians, or payees, the person whose name is not listed on the bank account must fill out, sign, and notarize the Authorization Letter. Download the letter from the above link.



- Click [Open file](#) to display the letter

**AUTHORIZATION LETTER FOR TWO CLIENT DIRECT DEPOSIT  
ENROLLMENT**

(Client Name-Please Print) \_\_\_\_\_

(Case Number) \_\_\_\_\_

(Client Address) \_\_\_\_\_

\_\_\_\_\_

I \_\_\_\_\_ authorize A.C.S. to direct deposit the  
subsidy from our joint case S \_\_\_\_\_ to an account solely owned by  
\_\_\_\_\_.

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_

**12. Complete the letter.**

Print the letter on your printer, then fill it out by hand.

- Enter all the required information – client name, case number, client address, your name, account number, signature, and today’s date

**13. Have the letter notarized (this is required).**

An authorization letter must be notarized by a notary public before ACS can accept it and process your direct deposit request.

#### 14. Save the letter to your device.

Once you have printed, completed, signed, and had the letter notarized, scan the paper into your device in a digital format (PDF, PNG, or JPEG).

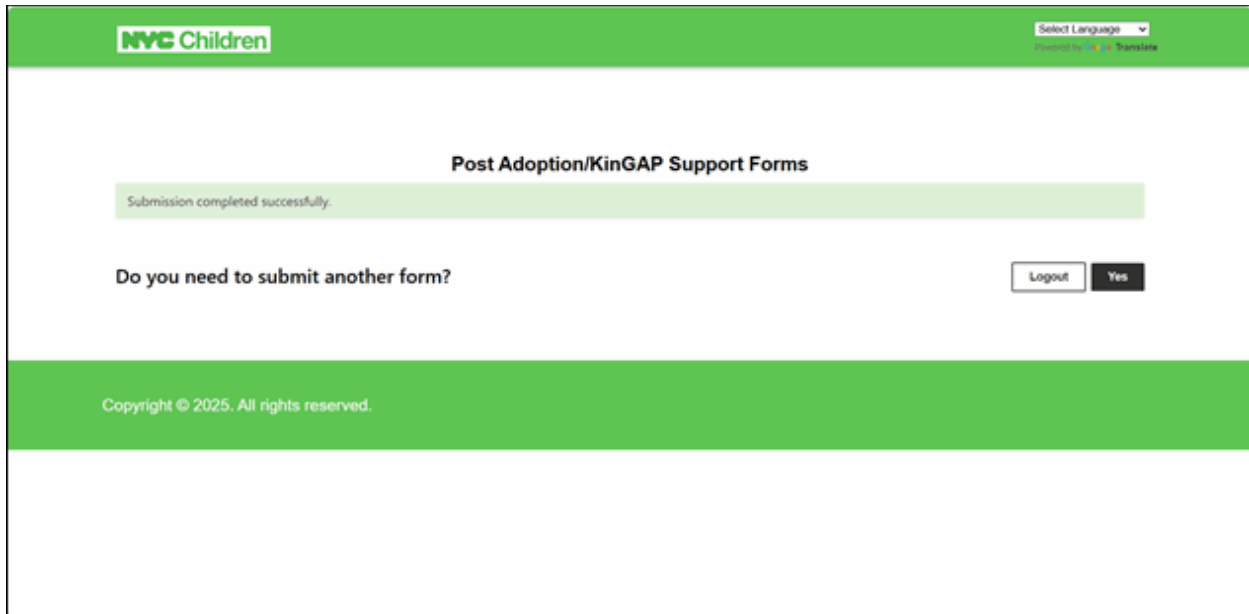
- If you have access to a document scanner, scan the letter
- If you do not have access to a scanner, take a photograph of the letter with a mobile device. Be sure to capture the entire letter, in one of the acceptable file formats.
- Save the letter to a location on your computer.



#### 15. On the checklist, check which documents you have uploaded.

This is necessary so that ACS staff can validate the documents we receive from you, and ensure they meet the requirements for your request.

#### 16. Click .

If you have entered all required information and uploaded all necessary documents, this screen appears.




- If you wish to submit another direct deposit form, click , then repeat this procedure beginning at the [login page](#)
- To [logout](#) of the portal, click 

## Download Instructions to Submit a Direct Deposit Form

You can download instructions for submitting a direct deposit form for either one or two guardians. Click either link on the Vendor/Client Direct Deposit Enrollment/Cancellation screen, then click Open file in the **Downloads** dialog box that appears.

If you click [Download Instructions for 'How to submit Direct Deposit Form' – One Guardian](#), these instructions display on your screen.



### INSTRUCTIONS FOR DIRECT DEPOSIT – ONE GUARDIAN

Thank you for your interest in updating your direct deposit payment status. Please complete the enrollment questions below and follow the additional steps to complete the application:

Please submit the document(s) listed below:

- 1- **Complete the Direct Deposit Request form.**
- 2- **Print** and **fill-out** the attached **Signature Form** ensuring that you hand **sign & date**.
- 3- Provide a copy of either a **Voided Check or Direct Deposit Verification Letter** from your financial institution for the bank account in which you would like the payments deposited into. It **MUST** have **Pre-Printed: Your Name**, as it appears on your ACS subsidy case, **ABA/routing**, and **account number**.
- 4- Provide a **clear copy** of your **government-issued photo ID**.

Once all documents are prepared, please scan each item (must be PDF or JPEG file) and upload each item into the application portal. Once a full application is received it takes six (6) to eight (8) weeks to process the changes. In the interim you will receive paper checks to your address on file until processing is completed.

Please use the portal to submit all documents and complete your application, however, should you need assistance please contact us with questions by emailing: [BANKING@ACS.NYC.GOV](mailto:BANKING@ACS.NYC.GOV)

If you click [Download Instructions for 'How to submit Direct Deposit Form' – Two Guardians](#), these instructions display on your screen.



## INSTRUCTIONS FOR DIRECT DEPOSIT – TWO GUARDIANS

Thank you for your interest in updating your direct deposit payment status. Please complete the enrollment questions below and follow the additional steps to complete the application:

Please submit the document(s) listed below:

- 1- **Complete the Direct Deposit Request form.**
- 2- **Print** and **fill-out** the attached **Signature Form** ensuring that you hand **sign & date**.
- 3- Provide a copy of either a **Voided Check or Direct Deposit Verification Letter** from your financial institution for the bank account in which you would like the payments deposited into. It **MUST** have **Pre-Printed: Your Name**, as it appears on your ACS subsidy case, **ABA/routing**, and **account number**.
- 4- For **two-parent subsidy recipients**: the bank account **MUST** either include **both names** as it appears on the ACS subsidy account. **OR** if the account lists only **one-person**, please have the **2nd person** whose name is **NOT** listed on the bank account **fill-out, sign**, and **notarize** the attached **Authorization Letter** to provide ACS with authorization to deposit the funds into a bank account that **DOES NOT** list said client's name on the account.
- 5- Provide a **clear copy** of a **government-issued photo ID** for **BOTH PARENTS** listed on the ACS Subsidy Account.

Once all documents are prepared, please scan each item (must be PDF or JPEG file) and upload each item into the application portal. Once a full application is received it takes six (6) to eight (8) weeks to process the changes. In the interim you will receive paper checks to your address on file until processing is completed.

Please use the portal to submit all documents and complete your application, however, should you need assistance please contact us with questions by emailing: [BANKING@ACS.NYC.GOV](mailto:BANKING@ACS.NYC.GOV)

## Automatic Email Notifications

You will receive an email notification in your preferred language, confirming our receipt of your direct deposit request. If your request is returned, if it is rejected, and when your request is approved, you will receive additional emails. See [Appendix A](#) for a table of all email messages.

# Submit a Lost Check Affidavit – Initial Step

If a paper check mailed to you is lost, due to an incorrect address on file, a change in your banking arrangements, or another reason, you can use this form to complete the initial step to submit a lost check affidavit and request a replacement.

To submit an affidavit, begin from the [form selection screen](#).

1. Click the circle to the left of the **Lost Check Affidavit – Initial Step** option.

Step 1 Of 3

Hi [redacted] please select one of the options below.

- Adoption / KinGAP Subsidy Change of Address Request Form**  
Support Email: [AddressChange@ACS.NYC.gov](mailto:AddressChange@ACS.NYC.gov) Phone: 212-676-9032
- Vendor / Client Direct Deposit Form**  
Support Email: [Banking@ACS.NYC.gov](mailto:Banking@ACS.NYC.gov) Phone: 212-676-2825
- Lost Check Affidavit - Initial Step**  
Support Email: [ACSAdoption@ACS.NYC.gov](mailto:ACSAdoption@ACS.NYC.gov) Phone: 212-676-2825

Select this →

Click here →

2. Click **Next**.

The Step 2 of 3 screen for a Lost Check Affidavit Form appears.

The screenshot shows the NYC Children's Administration for Children's Services portal. At the top, there is a green header with the NYC Children's logo and a 'Select Language' dropdown menu. Below the header, the main content area is titled 'Post Adoption/KinGAP Support Forms'. A progress indicator shows 'Step 2 Of 3'. The central part of the screen features a light blue box with the text 'THE CITY OF NEW YORK ADMINISTRATION FOR CHILDREN'S SERVICES' and a yellow button labeled 'LOST CHECK AFFIDAVIT FORM'. Below this, there are several input fields: 'Case Number', 'Case Type', 'Case Name', and 'Person 2'. The 'Case Number', 'Case Type', and 'Case Name' fields are pre-filled with greyed-out text, while the 'Person 2' field is empty.

The form is pre-filled with some of the information you entered when you logged in to the portal. Scroll down to see the complete form.

3. Enter your current residential address in the **Current Residential Address** text box (this is required).

The screenshot shows the 'Current Residential Address' section of the form. A blue header bar contains the text 'Current Residential Address'. Below the header, there is a large text box with a red border. The text box contains the instruction 'Enter your current residential address here' in blue text. Above the text box, there is a label 'Provide Current Residential Address' with a red asterisk indicating it is required.

4. Scroll to the **Please provide the year for missing payment** section.

The screenshot shows the 'Please provide the year for missing payment' section of the form. A blue header bar contains the text 'Please provide the year for missing payment'. Below the header, there is a dropdown menu labeled 'Payment Period Year' with the text 'Select Year'. At the bottom right of the section, there is a blue button labeled 'Display Checks'.

5. Select a year in which you did not receive checks from the Select Year drop-down list.

Payment Period Year

Select Year

Select Year

2025

2024

2023

2022

2021

2020

6. Click **Display Checks**.

A list of checks sent to you that year appears.

Please provide the year for missing payment

Payment Period Year

2025

**Display Checks**

Year	Case #	Program Type	Payee
2025		Adoption	

Select	Payment Type	Payment Date	Check #	Amount	Status
<input type="checkbox"/>	Check	2025-02-03			Paid
<input type="checkbox"/>	Check	2025-02-03			Paid
<input type="checkbox"/>	Check	2025-02-24			Paid
<input type="checkbox"/>	Check	2025-06-03			Paid

Check the box for the check you did not receive

7. In the Select column, check the box for the check you did not receive.

*Note: Only one check can be selected and requested per lost check via the application form. If you need to select more than one check, please return to the form selection page and repeat the process for another lost check affidavit.*

8. When you have selected the lost check, click **Next**.



After you complete this initial step, the status of your request becomes **Pending**.

After your submitted request is reviewed, the pre-filled Lost Check Affidavit form will be generated and emailed to the email address provided.

If you return to the form selection screen, the notation for the Lost Check Affidavit request will be different, as shown below (e.g. Upload documents).

At this time, you can only upload documents for an existing Lost Check Affidavit request.

After you have uploaded the documents for the selected Lost Check Affidavit, submit the request.

After the submission of your uploaded documents, you will be redirected to the Forms' homepage to select another Lost Check Affidavit if needed.

Automatic email notifications will be sent when your request is received, returned, rejected or approved.

You can [contact ACS](#) for assistance at any time.

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# Upload Documents for Existing Lost Check Affidavit Forms

1. Click upload documents for existing Lost Check Affidavit Forms.

NYC Children Home Select Language

### Post Adoption/KinGAP Support Forms

Step 1 Of 3

Hi [redacted], please select one of the options below.

- A Change of Address request is in progress. Please wait until it is completed.**  
Support Email: [AddressChange@ACS.NYC.gov](mailto:AddressChange@ACS.NYC.gov) Phone: 212-676-9032
- Vendor / Client Direct Deposit Form**  
Support Email: [Banking@ACS.NYC.gov](mailto:Banking@ACS.NYC.gov) Phone: 212-676-2825
- Upload Documents For Existing Lost Check Affidavit Forms**  
Support Email: [ACSAadoption@ACS.NYC.gov](mailto:ACSAadoption@ACS.NYC.gov) Phone: 212-676-2825

**Next** Logout

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2. Select and upload documents for existing Lost Check Affidavit forms. This screen appears if multiple requests have been submitted.

### Select Lost Check Affidavit

Case Number	Check	Action
SA00001	Lost Check Affidavit Form - For Check# 8264487 - 2025-02-03	Upload
SA00001	Lost Check Affidavit Form - For Check# 5682924 - 2025-11-01	Upload

3. When you have completed uploading documents for existing Lost Check Affidavit forms, click **Next**.

## Required and Optional Documents

To submit a Pre-filled Lost Check Affidavit Form sent by ACS, you must submit these required documents. Other documents you can also submit are optional.

- Required:** Lost Check Affidavit Form for selected Check  
(Signed and notarized copy of pre-filled Lost Check Affidavit form you received from ACS)
- Required:** Photo ID of parent 1/guardian 1/representative payee
- Optional:** Photo ID of parent 2/guardian 2/representative payee  
(If only one client on the account)

The Step 3 of 3 screen for submitting a Lost Check Affidavit form appears, displaying a list of required and optional documents to upload to your ACS record.

### Post Adoption/KinGAP Support Forms

#### Required Documents for Lost Check Affidavit Form

Click these buttons to upload your documents

Required Documents	-	↓
Lost Check Affidavit Form - For Check# 8285385 - 2025-04-23	Required	Upload
Photo ID of Parent 1/Guardian 1/Representative Payee	Required	Upload
Lost Check Affidavit Form - For Check# 8282028 - 2025-04-01	Required	Upload
Photo ID of Parent 2/Guardian 2/Representative Payee	Optional	Upload

The following documents are required to be included into the request packet for timely review and approval of request. If request does not include all fully completed relevant supporting documents, the request packet may be returned. Please select corresponding box for every attached document.

- \* Clear copy of client(s) government-issued photo ID(s)
- \* Acceptable documents are Driver's License, Non-Driver's State ID, Passport, Green Card
- \* Forms must be fill-out, has Clients(s) signature(s) & date, and then have notarized by notary public.

#### Checklist for Lost Check Affidavit Form

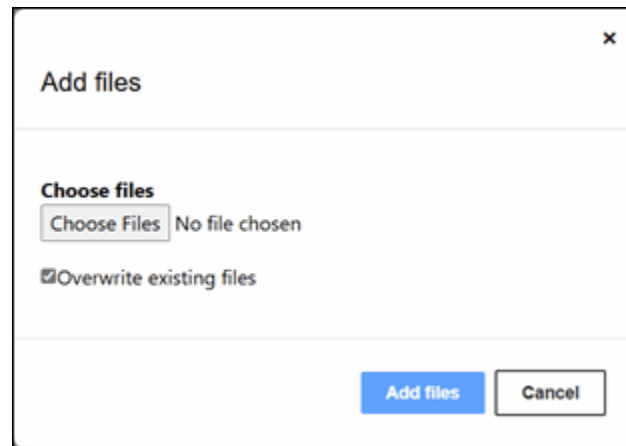
- Notarized Lost Check Affidavit form(s) \*
- Photo ID of Parent 1/Guardian 1/Representative Payee \*
- Photo ID of Parent 2/Guardian 2/Representative Payee - only if the bank account is joined

Check off which documents you have uploaded

Submit Cancel [Click here when done](#)

The required and optional documents are listed at the top of the screen.

- For each document you wish to upload, click its  button to display an **Add files** dialog box



- Click  to open your device's Windows Explorer dialog box



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If you are replacing documents you have previously uploaded to the portal, also check **Overwrite existing files** to replace those documents with your new documents.

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- Navigate to the file you wish to upload, then click  to add the filename to the dialog box
- Click  to upload the file from your device
- Repeat the previous three actions for each document you wish to upload
- On the checklist, check which documents you have uploaded. This is necessary so that ACS staff can validate the documents we receive from you, and ensure they meet the requirements for your request.
- If you have uploaded all necessary documents, click .
- After the submission of your uploaded documents, you will be redirected to the Forms homepage. You can log out of the portal anytime.

## Download Instructions to Submit a Lost Check Affidavit

You can download instructions for submitting a lost check affidavit form. Click the [Download Instructions for 'How to submit Lost Check Affidavit Form'](#) link on the Lost Check Affidavit Form screen, then click [Open file](#) in the **Downloads** dialog box that appears. The instructions as shown below will display on your screen.



### INSTRUCTIONS FOR LOST OR STOLEN CHECK AFFIDAVIT

You are about to report that you have not received a check due to it being lost or stolen. Please answer the questions below to verify exactly which payment you would like to report. Please review carefully as we will only investigate the exact payment you report. Any cashed checks you report will initiate a fraud investigation. Once you are sure and made your selection you will be sent a lost or stolen affidavit form.

Please follow these instructions and submit the documents listed below:

1. Print this form
2. Review this form very carefully for accuracy and be sure you haven't cashed this check.
3. If you are sure, you have not received this check, sign and date the form. If there are two guardians on the case, both must sign and date.
4. Then have the document notarized by a licensed notary. The Notary stamp and their license number must be visible to process your affidavit.
5. Make copies of your government issued photo ID/IDs. If there are two guardians on the case, both must provide ID.
6. When complete scan each item as a PDF or JPEG document and upload to the portal.

Replacement payments will only be issued if the check was never cashed, or the fraud investigation recovers the funds. Please be patient as uncashed checks can take two months to replace and investigations of cashed checks typically take 6-12 months. If you need assistance with the LCA please contact the Adoption/KinGap Subsidy Information Line at **(212) 676-2825** or by Email: [ACSAdoption@acs.nyc.gov](mailto:ACSAdoption@acs.nyc.gov)

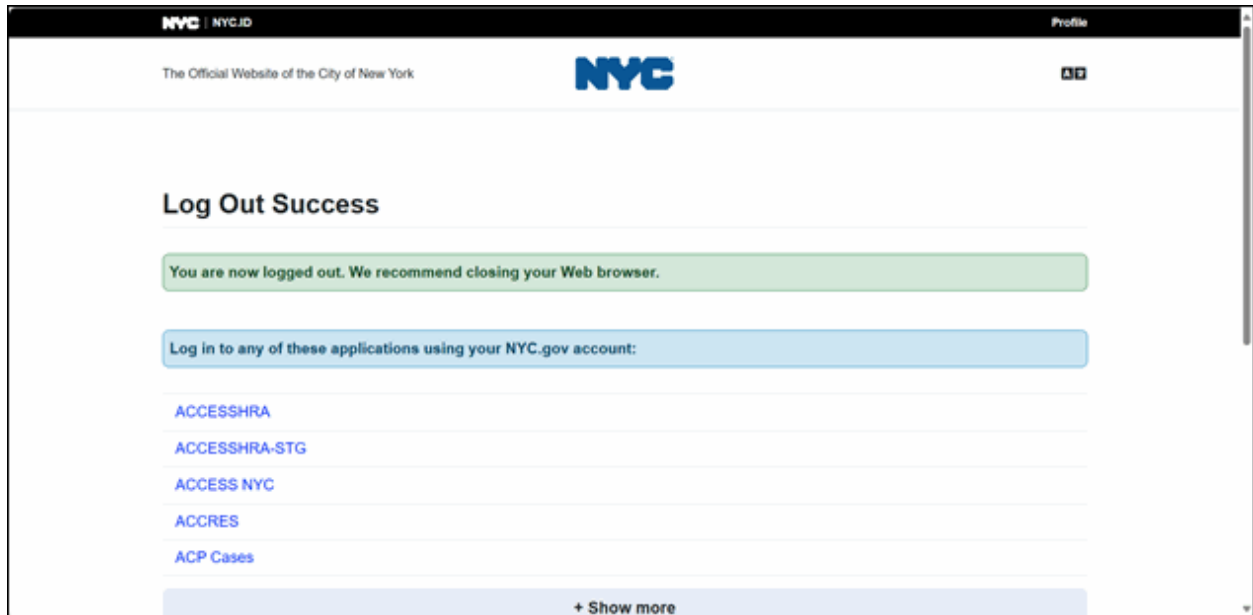
## Automatic Email Notifications

You will receive an automatic email notification in your preferred language, confirming our receipt of your lost check affidavit. If your request is returned, if it is rejected, and when your request is approved, you will receive additional emails. See [Appendix A](#) for a table of all email messages.

# Logout of the Portal

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To logout of the Post-Adoption/KinGAP Support Forms portal from any point, click [Logout](#). The application closes and the Log Out Success screen appears.



Repeat the steps under [Login to the Portal](#) to login again.

# Appendix A: Automatic Email Notifications

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You will receive an automatic email notification in your preferred language at various points in the processing of your requests. Emails are generated and sent to you if/when:

- ACS acknowledges receipt of your submission
- ACS receives a duplicate request from you
- Your request is returned for missing information
- Your request is returned for address mismatch with the filed case
- Your request is rejected
- Your request is approved
- Your request is completed with lost check replacement
- Your request is completed without lost check replacement

This appendix shows the automatic emails sent for each of these reasons.



The wording of the emails changes depending on whether there are one or two parent/guardian/representative payees on an account.

Please do not reply to any automatic emails. If you need to [contact ACS](#), use the telephone numbers and email addresses included in the emails and this guide.

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## Change of Address Request

These emails are sent for a [change of address request](#).

Request Status	Single Name on Account	Two Persons on Account
Submitted	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your application has been accepted and is being processed.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive checks until processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your application has been accepted and is being processed.</p> <p>Processing takes six (6) to eight weeks. You will continue to receive checks until processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>
Duplicate Submission	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>We received your form submission for Change of Address. It looks like a duplicate submission was recently sent, and we wanted to let you know that we have confirmed your original entry. You do not need to take any further action.</p> <p>We appreciate your patience. If you have any questions, please feel free to call our Adoption/ KinGAP helpline at <b>212-676-2585</b>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>We received your form submission for Change of Address. It looks like a duplicate submission was recently sent, and we wanted to let you know that we have confirmed your original entry. You do not need to take any further action.</p> <p>We appreciate your patience. If you have any questions, please feel free to call our Adoption/ KinGAP helpline at <b>212-676-2585</b>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Returned	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your change of address request form <b>[Missing Information]</b> (example: <b>copy of a valid photo ID card</b>). Incomplete change of address forms will not be processed.</p> <p>Please sign and return your completed form with a copy of photo ID card.</p> <p>If we receive your change of request form before the 10th on any given month, you will receive your subsidy check the following month at the new address.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-9032</b> or email at <a href="mailto:AddressChange@acs.nyc.gov">AddressChange@acs.nyc.gov</a>.</p> <p><b>Note:</b> If one adoptive parent/legal guardian/relative guardian/representative payee is no longer in the household due to separation/divorce, death, or domestic violence: Please contact the Adoption/KinGAP Subsidy Information Line at <b>(212) 676-2825</b>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parents/ Guardians/Representative Payees,</p> <p>Your change of address request form <b>[Missing Information]</b> (example: <b>copy of photo ID card of each payee</b>). Incomplete change of address forms will not be processed.</p> <p>Please sign (each payee) and return your completed form with a copy of photo ID card (for each payee).</p> <p>If we receive your change of request form before the 10th on any given month, you will receive your subsidy check the following month at the new address.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-9032</b> or email at <a href="mailto:AddressChange@acs.nyc.gov">AddressChange@acs.nyc.gov</a>.</p> <p><b>Note:</b> If one adoptive parent/legal guardian/relative guardian/representative payee is no longer in the household due to separation/divorce, death, or domestic violence: Please contact the Adoption/KinGAP Subsidy Information Line at <b>(212) 676-2825</b>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Approved	<p>Dear Adoptive Parents/ Guardians/Representative Payee, Your Change of Address request [Case #] has been approved.</p> <p><b>Note:</b> If one adoptive parent/legal guardian/relative guardian/ representative payee is no longer in the household due to separation/ divorce, death, or domestic violence: Please contact the Adoption/KinGAP Subsidy Information Line at (212) 676- <b>2825.</b></p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parents/ Guardians/Representative Payees, Your Change of Address request [Case #] has been approved.</p> <p><b>Note:</b> If one adoptive parent/legal guardian/relative guardian/ representative payee is no longer in the household due to separation/ divorce, death, or domestic violence: Please contact the Adoption/KinGAP Subsidy Information Line at (212) 676- <b>2825.</b></p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

# Direct Deposit Request

These emails are sent for all types of [direct deposit request](#).

Request Status	Single Name on Account	Two Persons on Account
Submitted	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your direct deposit form <b>[Type of Action selection]</b> (example: <b>new enrollment</b>) has been received and is currently under review.</p> <p>You will continue to receive checks until processing is completed. Should you have any questions, please call Customer Service at <b>(212) 676-2825</b> or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your direct deposit form <b>[Type of Action selection]</b> (example: <b>new enrollment</b>) has been received and is currently under review.</p> <p>You will continue to receive checks until processing is completed. Should you have any questions, please call Customer Service at <b>(212) 676-2825</b> or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
<p>Duplicate Submission</p>	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>We received your Direct Deposit form for <b>[Type of Action selection]</b>. It looks like a duplicate submission was recently sent, and we wanted to let you know that we have confirmed your original entry. You do not need to take any further action.</p> <p>You will continue to receive checks until processing is completed. Should you have any questions, please call Customer Service at <b>(212) 676-2825</b> or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/Guardian/Representative Payees,</p> <p>We received your Direct Deposit form for <b>[Type of Action selection]</b>. It looks like a duplicate submission was recently sent, and we wanted to let you know that we have confirmed your original entry. You do not need to take any further action.</p> <p>You will continue to receive checks until processing is completed. Should you have any questions, please call Customer Service at <b>(212) 676-2825</b> or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Returned	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your direct deposit form is <b>[Missing Information/document]</b> (example: <b>bank verification letter or a preprinted voided check</b>).</p> <p>Please write your case/vendor number on all correspondence.</p> <p>The attachments are to be sent to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or faxed to <b>917-551-8211</b>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your direct deposit form is <b>[Missing Information/document]</b>. (example: <b>notarized authorization form</b>).</p> <p>Since your case is listed under two names, the voided check <b>MUST</b> include both names as it appears on the ACS account. If the account lists only one name, please have the <b>2nd person listed</b> on the ACS account whose name doesn't appear on the voided check or an official direct deposit verification letter complete, sign, and notarize the <b>Authorization Letter</b>.</p> <p>Please write your case/vendor number on all correspondence.</p> <p>The attachments are to be sent to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or faxed to <b>917-551-8211</b>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

<p>Returned</p>	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>Your direct deposit form is in <b>[Client Address Mismatch]</b> status (external note).</p> <p>Your direct deposit form has been reviewed. We cannot currently proceed with your request because your application documents do not match your registered name or address information. If you need to update your official name or address and have not yet done so, please return and submit a change request in the portal first under the option: <b>“Adoption/KinGAP Subsidy Change of Address Request Form”</b> before requesting updates to your payment information. If your official name and address information is correct but your documentation is not, please acquire updated documentation and upload the new documents to the application portal. Your name and address on documents must match your officially registered name and address with ACS.</p> <p>If Change of Address request is not submitted or supporting documents are not received in the next 10 business days your request will be closed.</p> <p>Should you have any questions, please call Customer Service at</p>	<p>Dear Adoptive Parents/Guardians/Representative Payees,</p> <p>Your direct deposit form is in <b>[Client Address Mismatch]</b> status (external note).</p> <p>Your direct deposit form has been reviewed. We cannot currently proceed with your request because your application documents do not match your registered name or address information. If you need to update your official name or address and have not yet done so, please return and submit a change request in the portal first under the option: <b>“Adoption/KinGAP Subsidy Change of Address Request Form”</b> before requesting updates to your payment information. If your official name and address information is correct but your documentation is not, please acquire updated documentation and upload the new documents to the application portal. Your name and address on documents must match your officially registered name and address with ACS.</p> <p>If Change of Address request is not submitted or supporting documents are not received in the next 10 business days your request will be closed.</p> <p>Should you have any questions, please call Customer Service at</p>
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Request Status	Single Name on Account	Two Persons on Account
	<p>(212) 676-2825 or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank you.</p> <p>Please do not reply to this automated email</p>	<p>(212) 676-2825 or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank you.</p> <p>Please do not reply to this automated email</p>
Rejected	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your direct deposit form has been rejected, <b>[rejected reason]</b>.</p> <p>Should you have any questions, please call Customer Service at (212) 676-2825 or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your direct deposit form has been rejected, <b>[rejected reason]</b>.</p> <p>Should you have any questions, please call Customer Service at (212) 676-2825 or email at <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>
Approved	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your direct deposit <b>enrollment</b> request <b>[Case #]</b> has been approved.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive checks until processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your direct deposit <b>enrollment</b> request <b>[Case #]</b> has been approved.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive checks until processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Cancellation Approved	<p data-bbox="488 264 899 369">Dear Adoptive Parent/Guardian/Representative Payee,</p> <p data-bbox="488 443 938 730">Your direct deposit <b>cancelation</b> request [<b>Case #</b>] has been approved. Future payments will be sent to your registered address. If you need to update your address or would like to re-enroll in direct deposit, please return to the portal and submit a new application.</p> <p data-bbox="488 804 821 919">Thank You. Please do not reply to this automated email</p>	<p data-bbox="966 264 1403 369">Dear Adoptive Parents/Guardians/Representative Payees,</p> <p data-bbox="966 443 1419 730">Your direct deposit <b>cancelation</b> request [<b>Case #</b>] has been approved. Future payments will be sent to your registered address. If you need to update your address or would like to re-enroll in direct deposit, please return to the portal and submit a new application.</p> <p data-bbox="966 804 1299 919">Thank You. Please do not reply to this automated email</p>

# Lost Check Affidavit Request

These emails are sent for a [lost check affidavit request](#).

Request Status	Single Name on Account	Two Persons on Account
Submitted	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your Lost Check Affidavit has been accepted and is being processed.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive regular payments while processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your Lost Check Affidavit has been accepted and is being processed.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive regular payments while processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>
Duplicate Submission	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>We received your Lost Check Affidavit request. It looks like a duplicate submission was recently sent, and we wanted to let you know that we have confirmed your original entry. You do not need to take any further action.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive regular payments while processing is completed.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parents/Guardians/Representative Payees,</p> <p>We received your Lost Check Affidavit request. It looks like a duplicate submission was recently sent, and we wanted to let you know that we have confirmed your original entry. You do not need to take any further action.</p> <p>Processing takes six (6) to eight (8) weeks. You will continue to receive regular payments while processing is completed</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Returned	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your Lost Check Affidavit form is <a href="#">[Missing Information/Documents]</a> (external note). Submit missing items with your name and case number to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or fax to 917-551-8211.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for approval before a replacement check can be sent. If it is a case of fraudulent check, the process may take approximately <b>six months</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your Lost Check Affidavit form is <a href="#">[Missing Information/Documents]</a> (external note). Submit missing items with your name and case number to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or fax to 917-551-8211.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for approval before a replacement check can be sent. If it is a case of fraudulent check, the process may take approximately <b>six months</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Returned	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>Your Lost Check Affidavit form is in <b>[Client Address Mismatch]</b> status (external note). Submit missing items with your name and case number to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or fax to 917-551-8211. If missing items are not received in the <b>next 10 business days</b> your request will be closed. If you choose to apply at a later date after this application is closed, you will need to start the process over from the start.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for approval before a replacement check can be sent. If it is a case of fraudulent check, the process may take approximately <b>six months</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parents/Guardians/Representative Payees,</p> <p>Your Lost Check Affidavit form is in <b>[Client Address Mismatch]</b> status (external note). Submit missing items with your name and case number to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or fax to 917-551-8211. If missing items are not received in the <b>next 10 business days</b> your request will be closed. If you choose to apply at a later date after this application is closed, you will need to start the process over from the start.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for approval before a replacement check can be sent. If it is a case of fraudulent check, the process may take approximately <b>six months</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Returned	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>Your Lost Check Affidavit form is in <b>[Send pre-filled LCA form]</b> status (external note). Please have a copy of this form completed, signed, notarized, and returned to us either via portal or submit it to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or fax to 917-551-8211. If missing items are not received in the <b>next 10 business days</b> your request will be closed. If you choose to apply at a later date after this application is closed, you will need to start the process over from the start.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for approval before a replacement check can be sent. If it is a case of fraudulent check, the process may take approximately <b>six months</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parents/Guardians/Representative Payees,</p> <p>Your Lost Check Affidavit form is in <b>[Send pre-filled LCA form]</b> status (external note). Please have a copy of this form completed, signed, notarized, and returned to us either via portal or submit it to <a href="mailto:banking@acs.nyc.gov">banking@acs.nyc.gov</a> or fax to 917-551-8211. If missing items are not received in the <b>next 10 business days</b> your request will be closed. If you choose to apply at a later date after this application is closed, you will need to start the process over from the start.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for approval before a replacement check can be sent. If it is a case of fraudulent check, the process may take approximately <b>six months</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Rejected	<p>Dear Adoptive Parent/ Guardian/Representative Payee,  Your Lost Check Affidavit form has been rejected, <b>[rejected reason]</b>.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,  Your Lost Check Affidavit form has been rejected, <b>[rejected reason]</b>.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
Approved	<p>Dear Adoptive Parent/ Guardian/Representative Payee,</p> <p>Your Lost Check Affidavit form [Check #] has been received. From this point you cannot cash this check if you find it later as it has been reported stolen or fraudulent.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for recovery of funds before a replacement payment can be sent. Replacement payments cannot be reissued until funds have been recovered. If it is a case of a fraudulent check, the process may take approximately <b>six months or more</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/ Guardian/Representative Payees,</p> <p>Your Lost Check Affidavit form [Check #] has been received. From this point you cannot cash this check if you find it later as it has been reported stolen or fraudulent.</p> <p>We are required to submit all claims of lost, stolen, or fraudulent check(s) to the ACS' Banking Unit for recovery of funds before a replacement payment can be sent. Replacement payments cannot be reissued until funds have been recovered. If it is a case of a fraudulent check, the process may take approximately <b>six months or more</b> to resolve. We ask for your patience in awaiting for check re-issuance approval.</p> <p>Should you have any questions, please call Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>

Request Status	Single Name on Account	Two Persons on Account
<p>Completed without Replacement</p>	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>Your investigation into the Lost Check Affidavit form <b>[Check #]</b> has been completed. The results were that funds have already been paid out or are unrecoverable and we cannot issue a replacement payment.</p> <p>Should you have any questions, please call the Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/Guardian/Representative Payees,</p> <p>Your investigation into the Lost Check Affidavit form <b>[Check #]</b> has been completed. The results were that funds have already been paid out or are unrecoverable and we cannot issue a replacement payment.</p> <p>Should you have any questions, please call the Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>
<p>Completed with Replacement</p>	<p>Dear Adoptive Parent/Guardian/Representative Payee,</p> <p>Your investigation into the Lost Check Affidavit form <b>[Check #]</b> has been <b>completed</b> and replacement funds will be issued.</p> <p>Should you have any questions, please call the Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>	<p>Dear Adoptive Parent/Guardian/Representative Payees,</p> <p>Your investigation into the Lost Check Affidavit form <b>[Check #]</b> has been <b>completed</b> and replacement funds will be issued.</p> <p>Should you have any questions, please call the Customer Service Unit at <b>(212) 676-2825</b> or email at <a href="mailto:ACSAdoption@acs.nyc.gov">ACSAdoption@acs.nyc.gov</a>.</p> <p>Thank You.</p> <p>Please do not reply to this automated email</p>