



Iowa Department of Human Services

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December 11, 2015

CIRCULAR LETTER NO. 56Z-627-FO

ISSUED BY: Bureau of Collections, Child Support Recovery
Division of Field Operations

SUBJECT: Comm. 224, "Options to Pay Child Support Electronically," revised.

Summary

Informational brochure Comm. 224, "Options to Pay Child Support Electronically," has been revised to:

- ◆ Update the nondiscrimination information.
- ◆ Update the child support website address.
- ◆ Add information about credit and debit card payment options.

Effective Date

Immediately.

Material Superseded

This material replaces Circular Letter No. 56Z-612-FO, dated March 1, 2013.

Additional Information

Destroy any existing supplies of Comm. 224, dated 12/12. Order supplies of Comm. 224, dated 11/15, from Anamosa in the usual manner.

Refer questions about this circular letter to your regional collections administrator.

What are the benefits of making electronic payments?

Electronic payments are an easy and secure way to make your support payments. They:

- ◆ Save time and the cost of mailing your payments.
- ◆ Reduce the chances of a lost or late payment.

How do I check on payments I made?

- ◆ Call the child support information line at 1-888-229-9223 (toll free nationwide)
- ◆ Or visit our website: www.childsupport.ia.gov
- ◆ Use your bank's automated teller service (phone) or online service.
- ◆ Review your bank statement.

Note:

Automatic withdrawal does not stop any enforcement actions allowed under state and federal law including, but not limited to, income withholding.

Policy Regarding Discrimination, Harassment, Affirmative Action, and Equal Employment Opportunity

The Iowa Department of Human Services (DHS) policy on nondiscrimination, harassment, affirmative action, and equal employment can be viewed on the DHS website at the bottom of the page at: dhs.iowa.gov.

Collection Services Center
PO Box 9125
Des Moines IA 50306-9125

Options to Pay Child Support Electronically

**Sign Up Now for
Automatic Withdrawal
or
Pay by Phone or Web!**



Easy Ways to Make Your Support Payments

Collection Services Center (CSC) has three options for electronic payment of support: automatic withdrawal, pay by phone (or web) and by credit or debit card.

How do electronic payments work?

Automatic Withdrawal

CSC deducts your child support payment from your checking or savings account on the date(s) you specify. Payments are repeated until you tell CSC to change or stop.

Pay by Phone (or Web)

You phone CSC or use the child support website each time you want to make a payment. You tell us when and how much to deduct from your checking or savings account.

Credit or debit card

Use the child support website to make a payment using a credit or debit card. Go to www.childsupport.ia.gov.

What do I need to do now?

If you want to pay by automatic withdrawal, or pay by phone or web, fill out and sign this authorization form. Return it to CSC with proof of your bank account. To pay by credit or debit card, simply register and log into the child support website. There are no forms to fill out or authorization waiting periods.

When will my automatic withdrawal or pay by phone or web start?

Allow 20 days from the time CSC receives the form before the payments can start. CSC notifies you when your authorization has been processed.

How do I change or cancel automatic withdrawal?

To change your automatic withdrawal, you must complete a new authorization form. To cancel your automatic withdrawal, you must notify CSC in writing at the address on the bottom of the authorization form.

Questions? Call 515-697-1550.

Authorization for Automatic Withdrawal or Pay by Phone or Web

The Iowa Collection Services Center (CSC) is authorized to withdraw payments for child support from my account.

Bank Name:		Bank Address:	
City:	State:	Zip Code:	Account Number

Account Type (check one):

Checking: Attach a voided blank check for the checking account from which the payment will be made or a letter from your bank with your name, address, bank routing number, and account number. The letter must be on bank letterhead and signed by a bank employee. **Your name must appear on the account.**

Savings: Attach a letter from your bank with your name, address, bank routing number, and account number. The letter must be on bank letterhead and signed by a bank employee. **Your name must appear on the account.**

Choose Only One Option and Fill in the Information Requested

Option One – Automatic Withdrawal

Withdraw Payment Amount of \$_____.

- Weekly (choose day of withdrawal) Mon Tues Wed Thurs Fri
 Every two weeks (choose day of withdrawal) Mon Tues Wed Thurs Fri
 Monthly (choose date of withdrawal 1 – 31) _____
 Other (Specify two days on month day 1 – 31) _____ and _____

Option Two – Pay by Phone or Web

I authorize CSC to withdraw child support from my account upon on my request by telephone or web. I will verify my identity by giving CSC my case number and personal identification number. I will tell CSC the amount of withdrawal when I make the payment. For additional safety, my withdrawals may not exceed \$ _____. (Enter the maximum amount you will ever want to pay.) I want my 4-digit personal identification number (PIN) to be: (Enter numbers only 0 – 9, use all four digits).



I also authorize CSC to initiate into my account, any debit entries, debit entries in error, credit entries or adjustments if necessary. This authority remains in effect until I send CSC written notice to end it and CSC received it in enough time that CSC has a reasonable opportunity to act on it.

Print Your Name: Last	First	MI
Your Address:		
CSC Case Number:	Phone ()	
Sign Here:	Date:	

Complete and mail this form to the Collection Services Center, ATT: Accounting, PO Box 9125, Des Moines IA 50306-9125 or fax it to: 515-697-1555.