

IOWA DEPARTMENT OF HUMAN SERVICES

Collection Services Center

P.O. Box 9125

Des Moines, Iowa 50306-9125

NOTICE OF DIRECTION OF PAYMENTS

(THIS IS NOT A BILL)

When you call or write us about your payments,
please refer to this account number: **<Case
Identifying Number>**

<Name of Payor>

<Street Address>

<City, State, Zip Code>

Your support payment records have been transferred to the Collection Services Center. A summary of these records is printed below. Please examine this summary carefully. If you do not agree with it, you can request a review. **PLEASE TURN TO THE BACK OF THIS NOTICE FOR MORE INSTRUCTIONS.**

**NOTICE OF DIRECTION OF PAYMENTS
PAYEE NOTICE**

**Per Iowa Code Chapter 252B Section 16, this Notice is the equivalent of a court order
requiring payments to be sent to the Collection Services Center.**

WHAT THIS NOTICE MEANS TO YOU

Because the Child Support Recovery Unit (CSRU) is now providing services for your child support case or your payments are received from an income withholding order, the person who pays support to you is now sending these payments to the Collection Services Center (CSC).

CSC is a centralized payment processing center for receiving, recording, and disbursing court ordered support payments. CSC issues a state of Iowa warrant (check) to you for the amount received unless you receive FIP benefits or a portion of the payment is owed to the state.

You may choose to have your payment transferred to your bank or credit union account through automatic deposit rather than receiving a check from CSC by mail. Call 1-888-229-9223 for more information if you are interested in this option, (Des Moines area residents should call 242-5530.)

REVIEW YOUR RECORDS

If any of the information shown on the front of this Notice does not agree with your records, let us know right away. To do this, call 1-888-229-9223. (Des Moines area residents should call 242-5530.)

YOUR RESPONSIBILITY AS A PAYEE

The Collection Services Center needs your current address. (The Post Office will not forward support checks.) Address changes can be made by calling 1-888-229-9223. (Des Moines area residents should call 242-5530.) You will be asked certain specific information to verify your identity.

HOW TO CONTACT THE COLLECTION SERVICES CENTER

You can visit the Collection Services Center at 727 East 2nd Street, Des Moines, Iowa. Office hours are from 8:00 a.m. to 4:30 p.m. Monday through Friday (except state holidays). You can write to the Collection Services Center at PO Box 9125, Des Moines, IA 50306-9125.

ABOUT THE SPECIALIZED CUSTOMER SERVICE UNIT

The Specialized Customer Service Unit (SCSU) provides Iowa's Child Support Recovery Unit and Collection Service Center customers with immediate access to information about their cases. SCSU is a statewide resource for all questions about child support.

You can contact SCSU by telephone at the toll-free number 1-888-229-9223. (Des Moines area residents should at 242-5530.) Staff is available from 9:00 a.m. to 5:00 p.m. Monday through Friday (except state holidays). Payment information and other child support information is available through an Audio Response Unit 24 hours per day (except 12:00 midnight Saturday to 12:00 noon Sunday). If you call by using a touch-tone telephone:

CONTACT SCSU IF:

- You believe there are errors in our records about your payments.
- You want to choose a different method of receiving payments.
- You believe you have not received payments which are owed to you.
- You have other questions or concerns about the way your account is being handled.
- You have questions about this Notice.
- You want to request a copy of your payment record.