

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. **IF YOU HAVE BEEN MAKING YOUR PAYMENTS TO AN AGENCY IN A STATE OTHER THAN IOWA, YOU SHOULD CONTINUE TO DO SO.** 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
PAYOR NOTICE**

Per Iowa Code Chapter 252B Section 16, the 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 made by an Income Withholding Order, your payments must now be sent to the Collection Services Center (CSC). CSC is a centralized payment processing center for receiving, recording, and disbursing court ordered support payments for persons receiving services from the Child Support Recovery Unit or for those who have payments withheld from income.

Please note: If you are making your payment to an agency in a state other than Iowa, you should continue to do so.

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.)

MAKING YOUR PAYMENTS

If your payments are made by an Income Withholding Order, this section does not apply to you except for any additional payments you make.

Payments can be made check, bank draft, money order or cash. (Sending cash through the mail is not recommended.) Shortly, CSC will send Payor Statements for your use when sending payments.

Make your payments payable to "Collection Services Center" and send them to Collection Services Center, PO Box 9125, Des Moines IA 50306-9125. Include your account number (shown on page one of this Notice) and the name of the payee in the lower left-hand corner of the payment.

You may deliver your support payment in person to CSC at 727 East 2nd Street, Des Moines, IA. Office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday (except state holidays). If you pay in person, please be aware that CSC does not make or keep change for cash payments.

You can also arrange for payment through automatic withdrawal from your bank or credit union. For further information about these payment options, call 1-888-229-9223. (Des Moines area residents should call 242-5530.)

YOUR RESPONSIBILITIES AS A PAYOR

Payments must be made in the amount and frequency specified in your court order, even if a review of your records is in process. Payments must be made to CSC to satisfy your support obligation.

ABOUT THE SPECIALIZED CUSTOMER SERVICE UNIT

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

You can contact SCSU by telephone at the toll-free number 1-888-229-0223. (Des Moines area residents should call **242-5530**. Staff is available 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 believe you have not received credit for all your payments.
- ◆ You have questions or concerns about the way your account is being handled.
- ◆ You want to inquire whether a payment has been received by CSC.
- ◆ You have questions about this Notice.
- ◆ You want to request a copy of your payment record.