

What if custody of my child changes, or my child no longer lives with the custodial parent?

If there is a change in circumstance, such as the child no longer living with the custodial parent, you will need to file a modification petition with family court as soon as possible.

What happens if I miss a payment?

The child support program keeps track of when payments are due and paid. When a payment is missed or late, your account becomes past due, also referred to as “arrears.” When an account becomes past due it triggers a variety of automatic enforcement measures including suspending your driver license, seizing your tax refund and/or bank account, reporting debt to credit agencies, passport denial, and other actions. It is in your best interest to make sure you pay on time and in full.

How do I keep track of my account?

You may obtain your account information online at childsupport.ny.gov or by telephone by calling 888-208-4485 (TTY 866-875-9975). It is in your best interest to regularly check your account to ensure that your payments are received on time and in full. You need a personal identification number (PIN) for accessing your information on the website.

How do I get a personal identification number (PIN)?

To request a PIN, call the child support helpline or send a signed letter that includes your name, SSN, account number(s), and address to:

ATTN: PIN

New York State Child Support Processing Center

PO Box 15365
Albany, NY 12212-5365

childsupport.ny.gov

888-208-4485 (TTY 866-875-9975)



Office of Temporary and Disability Assistance

otda.ny.gov

Pub-4944 (Rev. 08/15)

Support Your Child Financially and Emotionally



Child Support Facts
for Noncustodial Parents

Why is child support important?

Child support is a court-ordered obligation to support your child's financial needs. You may also have to provide health insurance coverage for your child to help ensure your child has access to medical care. In addition, the court may add an amount to cover child care or educational expenses. Even if you do not live with your child, your child still needs you in his or her life. Do not let issues you may have with the other parent stop you from paying.

Why should I pay my child support?

Children depend on the support of both parents. Raising a child is expensive, and both parents should share in paying for things that the child needs, both now and in the future. By paying child support, you can give your child the opportunity to succeed.

Is there a connection between payment of child support and visitation with my child?

No. Paying child support and visitation with your child are separate issues. You cannot stop paying child support because you are being denied visitation. If visitation is a problem, then you should file a petition for a visitation order with family court.

What if I move or change jobs?

You *must* update your information when you move or change jobs. You can do so by calling the child support helpline at 888-208-4485 (TTY 866-875-9975).

What if I pay the custodial parent directly?

If your court order states that you must make payments through the Support Collection Unit (SCU), **do not** pay the custodial parent directly. If you choose to pay the custodial parent directly, the SCU cannot give you credit for those payments. In addition, the court may consider such direct payments to be a gift rather than a child support payment.



What should I do if I lose my job or cannot work due to illness or injury?

If you experience a job loss or inability to work, and cannot make your child support payments, you will need to file a modification petition with family court to request a change in the amount you are required to pay. The modification petition should be filed as soon as possible, because any reduction will only go back to the date you filed the petition.



How and where do I make my payment?

If you are employed, the Support Collection Unit (SCU) will send an income withholding order (IWO) to your employer so that your child support payments come out of your paycheck automatically. There may be a few weeks between the time of your court hearing and when your employer receives the IWO and begins to send in payments. Therefore, you must send your payments to the SCU on your own during this time, so you do not fall behind on your payments. If you are self-employed, a contractor, not employed, or between jobs,

then you will need to send your payments to the SCU at the following address:

New York State Child Support Processing Center

PO Box 15363
Albany, NY 12212-5363

Include your name, address, child support account number(s), county name and Social Security number (SSN) on all payments.