

## What if I move or **change jobs?**

You MUST tell the child support agency when you move or change jobs. You can give them your new information by calling child support at (888)208-4485. TTY: (866) 875-9975.

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

If you experience a change in circumstance, such as 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 if the court does reduce the current amount you owe, the reduction can only go back to the date the petition was filed, not the date your circumstances changed.



**Account number is** \_\_\_\_\_

Amount owed is \$ \_\_\_\_\_ per \_\_\_\_\_

### To get information on payments made and account balance

visit our website at [childsupport.ny.gov](http://childsupport.ny.gov)  
or call (888) 208-4485

## How do I keep track of **my account?**

You may obtain your account information by telephone by calling (888) 208-4485. You may also review your account online at [childsupport.ny.gov](http://childsupport.ny.gov). A personal identification number (PIN) is needed for the website.

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

To request a PIN, send a signed letter that includes your name, Social Security number (SSN), account number(s), and address to:

ATTN: PIN  
New York State Child Support  
Processing Center  
PO Box 15363  
Albany, NY 12212-5363

visit us at:  
[www.childsupport.ny.gov](http://www.childsupport.ny.gov)



State of New York  
New York State  
Office of Temporary &  
Disability Assistance  
[www.otda.ny.gov](http://www.otda.ny.gov)

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# Child Support



Support your child  
**financially** and **emotionally**

## What is child support?

Child support is a court ordered obligation for you to support your child's needs to help them grow up healthy. You may 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.



## Why should I pay my child support?

Parents have a duty to support their children. Raising a child is expensive and both parents should share in paying for things that the child may need - both now, and in the future. Supporting your child is an important part of being a parent.

## What if my child does not live with me?

Even if you do not live with your child, your child still needs you in their life. Do not let issues you may have with the custodial parent stop you from paying your child support. Your child needs your support and love - whether or not you and the custodial parent get along.

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

No. Paying child support and visitation 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, or for enforcement of a visitation order, with family court.

## What if I pay the custodial parent directly?

If your court order states that you must make payments through the child support agency DO NOT pay the custodial parent directly. If you choose to pay the custodial parent directly child support cannot give you credit for those payments. In addition, the court may consider such direct payments as a gift rather than a child support payment. In order to get credit for making a payment you must pay through the child support agency.

## 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.



## How do I make my payment?

If you are employed, child support will send an income execution (IEX) to your employer so that your child support payments come right out of your paycheck. As there may be a few weeks between the time of your court hearing and when your employer receives an income execution, you must send your payments on your own so that you do not fall behind on your payments.



If you are not employed or are between jobs then you will need to send your payments to the address listed below.

## What happens if I miss a payment?

Child support 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 "arrear." When an account becomes past-due it triggers a variety of automatic enforcement measures including: suspending your driver's license, intercepting your tax refund, seizing your bank account, reporting debt to credit agencies, passport denial, and other actions to collect any money that is past-due, so it is in your best interest to make sure you pay on time and in full.



**Send payments to:**  
**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.