Massachusetts Department of Revenue
Child Support Enforcement Division

Mark E. Nunnelly, Commissioner
Michele A. Cristello, Deputy Commissioner

Custodial Parent's Name
Address
City, State, Zip Code

PIN: [**Custodial Parent's PIN**]

Sample

Dear [**Custodial Parent's Name**]:

The Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR) received your application for services and is now providing services on your case. We are writing to give you some information about how we will proceed with your case.

Actions we may take on your case: If you do not have a court order for child and medical support for your children, we will initiate court action to establish one. A child support order requires the other parent to pay a certain amount each week or month as support for the children. A medical support order is an order that requires the other parent to provide private health care coverage or to make some payment toward health care. If paternity of the children needs to be established, we will initiate court action to do so. We will contact you if we need information and will send you copies of any papers that we file with the court. When it is time to go to court on your case, we will send you a notice of the date and time.

If you have a support order, we will collect and enforce payment of current and past-due child and medical support using a variety of methods including taking money directly from the other parent's paycheck or bank account, taking the other parent's state and federal tax refunds or any insurance claims, and increasing the amount withheld from the other parent's paycheck by 25%. DOR will also review your child support order at your request or the request of the other parent, to see whether a modification (an increase or decrease in the amount), is appropriate.

If the other parent owes past-due support for a time before we opened a case for you, we will assist you in obtaining a court order establishing the amount due and then we will collect and enforce payment of the amount due.

In some situations, we may handle your case differently from what you would prefer. For example, we may implement a range of administrative enforcement actions when you might select only one or two. DOR will decide what services are best suited to your case. If one of our attorneys works on your case, that attorney represents DOR and does not represent you or the other parent. In court, DOR attorneys must present all relevant facts regardless of which parent those facts may benefit.

Your cooperation: You are required to cooperate with DOR in establishing and enforcing a support order and, if necessary, establishing paternity for your children. Your cooperation is critical to our success. If you do not cooperate, we will take steps to close your case.

Cooperating means you have to provide information about the identity and location of the other parent. You may also have to appear for appointments at our office or in court for hearings, submit to paternity testing, and provide information or take any other action necessary to establish, modify or enforce a child support or medical support order against the other parent. You may have to come into contact with the other parent in court when your order is established.

Safety concerns: If you have concerns for your safety if we go forward on your case, please contact us to discuss options for the services we can provide on your case.

Address disclosure: DOR operates under strict legal requirements regarding when we may disclose a customer's address. It is important for you to know that when DOR enforces an order for the other parent to provide health care coverage, we must give personal information, including your address, to the other parent's employer so the employer can enroll you and your children in a health care plan. If it is essential to your safety that your address remain confidential, call us immediately to discuss options for protecting your address.

All payments must come to DOR: You must not accept child support payments directly from the other parent. If you accept direct payments we will have no record of the payment and we will take enforcement action against the other parent.

How we distribute payments: Except for funds collected by tax refund intercept that are applied only to arrears, the law requires us to apply payments received to current support first and then to any past-due support. If a parent supports children in more than one household, DOR must allocate payments among all households entitled to support. The allocated payments are applied first to current support due to each family and then to any past-due support. If we collect less than the full amount due for all households, the amount collected is distributed proportionally based on the amounts of each child support order.

Once your child support payments begin, you will have a choice of receiving your payments by direct deposit or by way of a debit card. (DOR does not send checks by mail except on a limited basis if certain hardship exemptions apply.) You will receive more information once payments begin.

You must keep us up to date: The law requires you to tell us if your name, address, phone number, or Social Security number changes. The information you provide, particularly your address, is vital in ensuring you are kept informed on all aspects of your case. If you do not notify us when your address changes, important information may not reach you. As a result, a court could make changes to your order without your knowledge.

Stay informed: Within a few days, we will send you instructions on how to use our Voice Response System (VRS) and the Case Manager on our web site at **www.mass.gov/cse**.

You can retrieve account information from both the VRS and the Case Manager 24 hours a day, seven days a week. To access either system, you must use your Personal Identification Number (PIN) and a six-digit password that we will provide along with the instructions. In addition, you can find a helpful brochure titled "Information for Parents Who Receive Child Support" in the "Parents" section of our website. If you have any information that may assist us or if you have any questions about your case, you may call us at the phone number below.

We look forward to working with you to ensure that your children receive the support to which they are entitled on time and in full.

Sincerely,

Massachusetts Department of Revenue
Child Support Enforcement Division

Customer Service Bureau
1-800-332-2733

IMPORTANTE: POR FAVOR HAGA TRADUCIR ESTE DOCUMENTO INMEDIATAMENTE

Your Case Number is: **case number**

CSO:

Sample