Massachusetts Department of Revenue
Child Support Enforcement Division

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

Custodial Parent Name
Address
City, State, Zip Code

Case #: **Case Number**

Sample

Dear Parent,

You will soon be receiving your child support payments from the Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR). DOR is receiving and distributing your child support payments because federal and state laws require states to have one location to process child support payments made by income withholding. In Massachusetts, that one location is DOR.

Because your child support order says that payments must be made by income withholding (deduction from the other parent's wages or other periodic income), the employer will deduct child support from the other parent's wages and send those payments to DOR. DOR will then send you the payments received on your behalf. **You will receive payments through DOR as long as the other parent continues to work at his or her current employer, and the employer properly forwards the payments to us.**

The only services we are providing on your case are to collect and distribute the child support payments made by income withholding. We will take no action to enforce your child support order if the payments stop or are inconsistent. If you want our full child support services, you must complete and submit an application. We offer a number of child support services to you at no cost if you complete and return an Application for Services. For example, if the other parent misses some child support payments, we will use enforcement measures such as levying bank accounts and other sources of income, or intercepting income tax refunds to collect past-due support. You can apply online or download, print, and mail an application to us by visiting our website at .

As a DOR full-service customer, you will receive the following:

- Enforcement of past-due support;
- Issuance of an income withholding order to a new employer if the other parent changes job;
- Location of the other parent;
- Review of your child support order for possible modification;
- Collection and enforcement of your child support order; and
- Enforcement of your medical 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.

Within the next few days, we will mail instructions to you on how to use our Voice Response System (VRS) and the Case Manager located on our web site. You can retrieve automated 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 which will be provided to you along with the instructions.

It is very important that you keep us up to date. State law requires you to tell us if your name, address, phone number, or Social Security number changes. The information you provide, particularly your address, will be used to notify you about future court actions in your case. If you do not notify us when your address changes, notice of court action may not reach you. As a result, a court may make changes to your order, including a change to the amount, without your knowledge.

DOR looks forward to working with you to help 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

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