

KEEP FOR FUTURE REFERENCE



IMPORTANT INFORMATION ABOUT YOUR CHILD SUPPORT PAYMENTS

- If you have questions about child support payments you need to call **THE NEW YORK STATE CHILD SUPPORT CUSTOMER SERVICE HELP LINE AT 1-888-208-4485**. The local child support office is no longer able to take these calls.
- The help line is very busy so **YOU MAY WISH TO PLACE THE CALL FROM A TRADITIONAL PHONE** rather than a cell phone.
- You will **NEED TO BE PATIENT** while placing the call.
- You will be prompted to make selections regarding your call.
- **LISTEN** to the options you are given and select the option most closely related to the reason for your call.
- You need to select more than one option during the call.
- **YOU MAY HAVE TO WAIT AS MUCH AS 12 TO 15 MINUTES DURING THE CALL.**
- **A PERSON WILL ASSIST YOU AT SOME POINT.**
- In most cases you can expect to receive an answer to your question within 48 hours (except on weekends and holidays)

If you have questions about **ACCESSING YOUR CHILD SUPPORT PAYMENTS USING THE NEW YORK EPPICard YOU NEED TO CALL 1-866-461-4093**

An alternative to using the EPPICard to receive child support payments would be to **enroll in direct deposit of your child support payments.**

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| To request an application for direct deposit send a request in writing to | DSS Child Support Enforcement Unit 197 Main Street Cooperstown, NY 13326 |
| Complete the application and send it to the address given on the form | NYS Child Support Processing Center PO Box 15367 Albany, NY 12212-5367 |

This flyer is available on the following website: www.otsegocounty.com
go to the Department Directory, choose Social Services, then link to child support.
Also see www.EPPICard.com for more child support information.