



Massachusetts Department of Revenue
Child Support Services Division

Customer Name
Address
City, State, Zip code

05/20/2016

Case #: **Case Number**

Dear Parent,

The Child Support Services Division of the Massachusetts Department of Revenue (DOR) will now be sending your child support payments made by income withholding to the other parent. DOR will forward the money to the other parent after we receive payments from your employer. 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 your support payments must be deducted from your wages, your employer will withhold child support from your paycheck and will send those payments to us. We will then send the payments to the other parent. DOR will not automatically stop collection of your child support when your order terminates. It is your responsibility to notify your employer to stop withholding child support payments when your child support order ends.

The only services we are providing on your case are to collect and distribute the child support payments made by income withholding. If you want to apply for full services from DOR, you will receive the following:

- Provision of a more complete payment history upon your request;
- Review of your child support order for possible modification;
- Tracking changes in employment;
- Issuance of an income withholding order to a new employer if you change jobs; and
- Enforcement of past-due support.

You may apply for our full services by completing and returning an Application for Services. You can apply online or download, print, and mail an application to us by visiting our website at: mass.gov/css.

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, social security number, or employment information 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 ensure that your children receive the support to which they are entitled on time and in full.

Sincerely,

Massachusetts Department of Revenue
Child Support Services Division

Customer Service Bureau
1-800-332-2733



Geoffrey E. Snyder, Commissioner
Michele A. Cristello, Deputy Commissioner

Massachusetts Department of Revenue
Child Support Services Division

IMPORTANT NOTICE

This document contains important information. Please have it translated immediately.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.

. يحتوي هذا المستند على معلومات مهمة. يرجى ترجمتها على الفور

Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente.

此文件含有重要信息。請立即找人翻譯。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.

Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.

ເອກະສານສະບັບນີ້ມີຂໍ້ມູນສຳຄັນ. ກະລຸນາຳເອກະສານສະບັບນີ້ປັບເປັນພາສາລາວ.

ឯកសារនេះមានព័ត៌មានសំខាន់ៗ សូមបកប្រែឯកសារនេះឱ្យបានឆាប់រហ័ស។

Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.