



Massachusetts Department of Revenue  
Child Support Services Division

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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](http://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