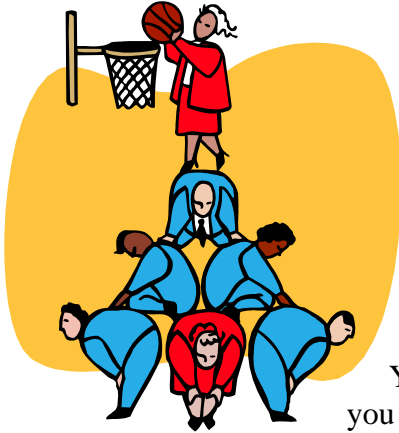


YOUR RESPONSIBILITIES AS A CHILD SUPPORT CUSTOMER



As a customer of the Massachusetts Department of Revenue's Child Support Enforcement Division (DOR), you are a partner in our efforts to ensure your children receive child support on time and in full. While we may have access to a great deal of information about the other parent, you know the other parent better than we do. In order to process your case effectively, we rely heavily on the information you provide.

KEEP US INFORMED

You must keep us informed of the status of your case by giving us notice *before* you enter into any agreement, waiver, stipulation or modification that would affect your child support, and you must provide us with copies of any related paperwork.

DON'T MAKE DIRECT PAYMENTS

Once we open a case for you, all child support payments must be made through DOR. If you are the parent receiving support, you must not accept payments directly from the other parent. We have the right to close your case if you do. If you are the parent paying support, you must not send your child support payments directly to the other parent. If direct payments are made, we will have no record of the payments, we will conclude that you are delinquent in your payments, and we may take enforcement actions against you to collect the child support.

NOTIFY US OF OVERPAYMENTS

It is your obligation to review and verify the payment amounts you receive from us. If the amount of a payment appears to be in error, you must notify us immediately. Should you receive a payment in error, DOR may retain any subsequent collections or a portion of them to repay the amount paid to you in error. We will notify you if an error occurs and will contact you regarding repayment of the amount paid in error.

NOTIFY US OF CHANGES

You must notify us if you change your:

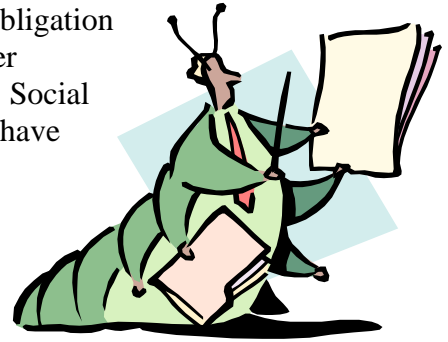
- Name;
- Social Security number;
- Driver's license number;
- Address or telephone number;
- Employer; or
- Your employer's address or telephone number changes.



You should always provide accurate information to the best of your ability. If you fail to inform us of your whereabouts and we lose contact with you, you may not receive timely notice of actions taken on your case to modify or enforce your court order and we may close your case.

MAINTAIN AND CHECK YOUR CHILD SUPPORT RECORDS

- If you receive child support payments through DOR, you have an obligation to review and verify the information on checks, statements and other documents you receive from us to confirm that your name, address, Social Security number and any other information are accurate. You also have an obligation to notify us if there appears to be an error.
- Keep accurate records of all child support payments. Don't rely solely on DOR records or your own memory; record each payment you make or receive each month.
- Save check stubs showing deductions from your pay for child support or save your canceled checks if you pay child support by check.
- Keep all documents related to your support in a file or other container and organize them in a logical way (such as by date). Be sure to make copies of any letters you send or receive from us; even if they seem unimportant at the time, and keep them with your records.



COOPERATE WITH US

- Sign complaints and affidavits;
- Appear in court when necessary;
- Appear for paternity testing; or
- Provide information, including financial information, about yourself and the other parent.



NOTIFY US OF SAFETY CONCERNS

If you have any concerns that child support services will put you or your children's safety at risk, please contact our Customer Service Bureau to discuss available options. You may reach us:

online: www.mass.gov/cse (click on *Contacts, General, General Requests*)

by email: csegen@dor.state.ma.us

by fax: 617-887-7540, or

by phone: 800-332-2733 / local callers, 617-660-1234