



February 26, 2010

**GENERAL LETTER NO. 9-H-AP-4**

ISSUED BY: Bureau of Child Support Recovery, Division of Field Operations

SUBJECT: Employees' Manual, Title 9, Chapter H, Appendix, *SERVING QUALIFIED CUSTOMERS APPENDIX*, the following forms:

- 470-0188      *Application for Nonassistance Support Services*, revised
- 470-1981      *Request to Stop Support Services*, revised
- 470-3975      *Information Regarding Automatic Deposit of Child Support Payments*, revised

**Summary**

The forms are revised to:

- ◆ Delete the reference to the Specialized Customer Service Unit (SCSU) and associated telephone numbers as a result of disbanding that unit.
- ◆ Add local child support office phone numbers as a result of disbanding SCSU.
- ◆ Update the policy on nondiscrimination.
- ◆ Update the letterhead on form 470-3975, *Information Regarding Automatic Deposit of Child Support Payments*, to reflect the new Director, Charles J. Krogmeier.

**Effective Date**

Immediately.

**Material Superseded**

This material replaces the following pages from Employees' Manual, Title 9, Chapter H, Appendix:

<u>Page</u>	<u>Date</u>
470-0188	12/03
470-1981	6/06
470-3975	12/02

**Additional Information**

Refer questions about this general letter to your regional collections administrator.

**APPLICATION FOR NONASSISTANCE SUPPORT SERVICES**

**FOR OFFICE USE:**

**Issuing Office:**

**DATE REQUESTED:**

**DATE GIVEN OR SENT:**

**TO:**

**DATE RECEIVED**

**Please return pages 1 through 6 with your application fee to our nearest Child Support Recovery Unit office. See page 10 for a list of all our offices.**

**Be sure you:**

- Send in your \$25.00 application fee**
- Sign and date page 6**
- Return the “Authorization for Automatic Deposit”, if you have a bank account.**

**If you don't send the fee and sign the application, we may delay or deny services.**

Child Support Recovery Unit  
APPLICATION FOR NONASSISTANCE SUPPORT SERVICES  
INSTRUCTIONS

In order to get help from the Child Support Recovery Unit (Unit), you must:

- Fill out and return this application
- Pay the required fee

The child support program helps:

- Establish paternity
- Establish child support and medical support (Medical support could include health insurance, payment for medical bills, a cash amount for medical bills, etc.)
- Collect regular support payments
- Enforce medical support

The amount we collect depends upon the payor's income and assets. We pick the enforcement actions for your case.

To serve you better, we need your help. Please:

1. Send us copies of all papers that establish paternity or support.
2. Send us a clerk of court record of all support payments made on the case.
3. Immediately tell us in writing or by telephone:
  - a) If you change your name, address, or phone number.
  - b) If you hire a private attorney.
  - c) If you decide you no longer want our services.
  - d) If your support order is modified.
  - e) If you get new information about the other parent's location or employment.

We use many sources to help us find payors and their employers. But, you may find this out before we do. Please tell us by writing or calling your local office, listed on page 10. If you need assistance finding the local office that serves you, call the child support automated information line at 1-888-229-9223 (toll free nationwide).

Iowa law says all support payments have to be sent to our Collection Services Center (CSC). We send the payor a form explaining how to make payments.

Here is how we apply payments to your case:

- First, we pay any current support due for the month. Whether support is for the current month is based on when the employer withheld it, or when CSC gets it, depending on the source. If there is money left over, we pay the newest balance due first.
- Once we send the payee at least \$500 in a year, and if the children have never gotten public assistance, Iowa law requires the payee to pay an annual fee of \$25. We take this \$25 fee from the support payments.
- If the children get public assistance, the payee assigns the support to the state for that period. This means we pay the support we collect to the state. The state keeps the lesser of the public assistance paid or the amount of assigned support.
- After the payee goes off public assistance, we pay:
  - Any current support to the payee
  - Any past-due amounts due the payee
  - Any past due amount due the state
- We only pay future support when:
  - There are no past due amounts
  - The payment is for more than current support and is not from income withholding
  - The payor asks us to if the payment is from income withholding
- If there is money due the state, we send the payee a notice 4 times a year listing the amount of support received and where it went.

**NONASSISTANCE SUPPORT SERVICES APPLICATION**  
 (Please print legibly and return this application with your payment)

**PAYEE INFORMATION**

Payee's legal name: (Last, First, Middle)		Social security number:				
		Date of birth:				
Payee's mailing address:		Home phone number:				
		Employer:				
Home address if different from mailing address:		Employer address;				
		Employer phone number:				
		Relationship to children:				
Payee's maiden name or aliases:		Date and place of marriage:				
Race:	Sex:	Height:	Weight:	Eye Color:		
Hair color:		Scars, marks, tattoos, etc.:				
Relationship to the payor: Spouse Divorced Common law Never married						
Have you gotten support enforcement services from another state? Yes No Name of State(s):						
<b>INFORMATION FOR ALL CHILDREN FROM THIS MARRIAGE OR RELATIONSHIP ONLY</b>						
Legal Name (Last, First, Middle)	Sex (M/F)	Social Security Number	Birth Date	Birth City and State	Child is living with	Paternity Established
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No
						Yes No
If the payee is pregnant from this relationship, when is her due date?						
Address of children not living with the payee:						

**SUPPORT OBLIGATION INFORMATION**

Does an order for support already exist? Yes No Pending				
If legal action to obtain support is <i>pending</i> , list the name, phone number, and address of the payee's attorney:				
If an order exists, check the type of order and complete the following:				
Type of Order	Amount and Frequency	Place of Order County/State	Date Order Entered	Court Case Number
Temporary order for support	Per			
Dissolution of Marriage	Per			
Paternity Order	Per			
Modification of support	Per			
Uniform support	Per			

### PAYOR INFORMATION

Payor's legal name: (Last, First, Middle)		Payor's maiden name or aliases:	
		Social security number:	
Payor's mailing address:		Date of birth:	Age:
		Home phone number:	
		Race:	Height:
Home address if different from mailing address:		Weight:	Sex:
		Hair Color:	Eye Color:
Payor's phone number:		Scars, marks, tattoos, etc.:	
Date and place payee last lived with payor:			
Is the payor employed? Yes No		Payor's most recent employer:	
Has the payor provided any support? Yes No			
If yes, describe below:			
Type of support	Amount	How often received	
Money			
Provided food & clothing			
Pays payee's monthly bills			
Vehicle owned or driven by payor:	Make:	Color:	Year:
Model:	License number:	State:	
Unions or fraternal organizations:			
Credit accounts/bank accounts:			
Reason for payor's absence:			
Divorce    Never married    In Jail    In Prison    Legal separation    Out of the country			
If in the Military, list what branch:			

### PAYOR'S INCOME AND RESOURCES

If known, list the type and amount of income the payor has:		
Type of income	Amount	How often received
Wages (includes self employed)		
Unemployment benefits		
Social security or disability		
Veterans benefits		
Other		
Tell us about any property the payor owns:		

### PARENTS, RELATIVES, AND/OR FRIENDS OF PAYOR

Name	Relationship	Address	Phone
Tell us other ways to locate or contact the payor:			

**MEDICAL SUPPORT INFORMATION**

Is any health insurance available to you or your child? Yes No  
 If yes, who is enrolled Self Self and Child None  
 Is there a support order that requires that medical support be provided? (Medical support could include health insurance, payment for medical bills, a cash amount for medical bills, etc.) Yes No  
 If yes, explain \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Is there any health insurance available to the child's other parent? Yes No Unknown  
 If yes, who is enrolled? Other parent Other parent and child Unknown

**PLEASE COMPLETE THE FOLLOWING HEALTH INSURANCE BENEFITS SECTION.**

**HEALTH INSURANCE BENEFIT SECTION**

<b>Persons Covered</b>	<b>Name and address of insurance company</b>	<b>Policy Number</b>

The date the coverage began: \_\_\_\_\_

Type of coverage (Please check all that apply):

Family Medical	HMO
Family Dental	PPO
Individual Medical	Vision
Individual Dental	Other

Name of the person who has the policy: \_\_\_\_\_

The person who has the policy is (please check): Payee Payor Other (specify) \_\_\_\_\_

**COOPERATION REQUIREMENTS**

- You must cooperate in the following ways:
- A. Come to our office to give us information we need to establish or modify support or paternity.
  - B. Appear as a witness at judicial or other hearings or proceedings.
  - C. Complete and sign forms we need.
  - D. Do other things we need to help establish, modify or enforce support.
  - E. Pay fees such as filing fees, process server, and annual fees when required.

**CERTIFICATION STATEMENT**  
**NOTE: PLEASE READ CAREFULLY BEFORE SIGNING**

My statements and the information I gave in this application are true and correct to the best of my knowledge and belief.

I agree to notify the Unit if I change my address, and give the Unit my new address.

I agree to cooperate with the Unit in the establishment, modification or enforcement of a support obligation. I understand that if I do not cooperate, the Unit may stop services.

I understand that listing Social Security Numbers for my children and myself is voluntary according to 42 USC 402(c)(2)(C). The Unit requests these social security numbers according to 42 USC 654 and 666 and Iowa Code Chapter 252B. As provided by federal statutes at 42 USC 654A(d) and Title IV-D of the Social Security Act, the Unit uses these social security numbers to establish, modify and enforce child support or medical support, or to establish paternity or for other child support program purposes. The numbers may be released to the other parent and to others because of these actions and purposes. The federal Privacy Act, 5 USC 552a note (1) requires the Unit to notify you of the possible disclosure and use of social security numbers.

By signing this application, I agree that the Unit can take any necessary legal action to establish, modify and enforce a child and/or medical support obligation.

I understand that I may ask the Unit to close my case by notifying the Unit of my wish to cancel services.

I understand that the Unit can close my case under 441 Iowa Administrative Code 95.14(252B). If I ask, I may receive a copy of that information. I understand I have the right to ask for a hearing to appeal the closing of my case. If I appeal, I must make a written request within 30 days of the action that I am appealing, to the Department of Human Services- Appeals Section, 5<sup>th</sup> Floor, 1305 East Walnut, Des Moines, IA 50314-0114.

I understand that if the payee received public assistance (FIP), support collected from the payor's federal income tax refund applies to the money due the state before the payee receives any.

I understand that the payee is personally liable to return any support the payee received from the Unit in error. This includes money that the Unit must return to the Internal Revenue Service or the Iowa Department of Administrative Services.

I understand that when the Unit accepts this application for services, one of the people with whom I may discuss my case is an attorney who is an employee of the Unit or the Attorney General's office. None of the services provided to me establish an attorney-client relationship with either the Unit or the attorney. The attorney works for the state of Iowa and represents only the state. By turning in this application, I admit that I understand and accept this condition.

I understand that the Unit keeps information about people who receive child support services, including their address, confidential. However, information may come out as a part of court actions to establish or enforce support. Sometimes the court may order the Unit to release confidential information.

<b>Applicant's Signature:</b>	<b>Date:</b>
-------------------------------	--------------

## **CHILD SUPPORT SERVICES AND FEES**

Iowa Code Section 252B, allows us to charge an application fee and fees to pay for actions we take on your behalf. In most cases, the Unit charges the cost of establishing or enforcing an order to the person who pays support. The person who asks us for a modification pays those costs. Following is a list of some of our services and the fees:

### **APPLICATION FEE**

You must pay a fee of \$25 when you return this application. Please pay by personal check or money order made payable to the Collection Services Center. You must pay the application fee before we provide any support services.

### **ANNUAL FEE**

The payee must pay an annual fee of \$25 each year your family receives at least \$500 in support and your family has not gotten public assistance in any state. We take the fee out of the support payments.

### **FEES FOR COURT ACTIONS**

You may have to pay costs for genetic testing, sheriffs' or process server's fees. If the other parent lives in another state, you may have to pay the fees charged by that state.

### **LOCATION SERVICES**

We search state and federal agencies' computer files to locate the payor. Fee: There is no charge for this service.

### **PATERNITY ESTABLISHMENT**

We may establish paternity by an administrative process, or parents may complete and file a paternity affidavit, or we may prepare and file a petition with the court. Fee: SEE FEES FOR COURT ACTIONS, above. If you establish paternity by affidavit, there is no fee.

### **ESTABLISHMENT OF A SUPPORT ORDER**

We prepare and file petitions or administrative orders with the court for child support and medical support. Fee: See FEES FOR COURT ACTIONS, above.

### **MODIFICATION OF A SUPPORT ORDER**

We review support orders to see if the court should change the amount of the child support order or add or change medical support. If so, we file an adjusted order with the district court. You can ask for this service by filling out a [Request to Modify a Support Order](#) and sending it to the local office. You can get this form from any local office. If you need assistance finding the local office phone number, call the child support automated information line at 1-888-229-9223 (toll free nationwide). You may also visit our web site at: [secureapp.dhs.state.ia.us/childsupport](http://secureapp.dhs.state.ia.us/childsupport). Fee: You may have to pay sheriff's or process server's fees.

### **ADMINISTRATIVE LEVY**

We may seize the bank assets of a parent who has a support delinquency of at least one month's support. The amount seized is limited to the amount of the past due support. Fee: There is no charge for this service.

### **LICENSE SANCTION**

We may tell licensing agencies to revoke or deny issuing a license. The parent must owe at least three months' worth of past due support. Drivers' licenses, vehicle registrations, and recreational, business and professional licenses may be affected. Fee: You may have to pay for sheriff's or process server's fees.

### **SUSPENSION, SATISFACTION, AND REINSTATEMENT OF SUPPORT**

Parents may jointly ask us to help get a temporary suspension of support. The parents must be reconciled and living in the same household with some or all the children, or one or more children must now live with the payor. If the situation changes within six months, we can ask the court to reinstate the order. Fee: See FEES FOR COURT ACTIONS, above.

### **INCOME WITHHOLDING**

We may enter an order to withhold support payments from the payor's income. Support may be withheld from wages, other earnings, trust income, unemployment benefits, Social Security benefits, Veteran's benefits, and worker's compensation. Fee: There is no charge for this service.

### **INTERCEPTION OF FEDERAL INCOME TAX REFUNDS**

We may take the federal income tax refund of a parent who owes past due support. The amount we take is first applied to past due support assigned to the state before any amount is paid to the payee. Fee: There is no charge for this service.

### **INTERCEPTION OF STATE INCOME TAX REFUNDS**

We may take the state income tax refund of a parent who owes overdue support. Fee: There is no charge for this service.

### **INTERCEPTION OF FEDERAL PAYMENTS**

We may take a payment the federal government owes a person with a past due child support debt. Fee: There is no charge for this service.

### **PASSPORT SANCTIONS**

We may report a payor to the US State Department when the payor owes more than \$2,500 in overdue support. This prevents the payor from getting or renewing a passport. Fee: There is no charge for this service.

### **REFERRAL TO CREDIT AGENCIES**

We may report a payor to credit agencies if the payor owes at least \$1,000 in past due support. Fee: There is no charge for this service.

### **CONTEMPT OF COURT**

When the payor doesn't pay support, we may ask the court for an order requiring the payor to show why he/she is not in contempt of court. Fee: See FEES FOR COURT ACTIONS.

### **INTERNAL REVENUE SERVICE COLLECTION SERVICES**

We may send the name of the payor to the Internal Revenue Service so that the IRS may attach real and personal property. The IRS sells the property through public auction to satisfy the support debt. This process may only be used if all other enforcement methods are unsuccessful and the past due support is at least \$750. Fee: The IRS charges a fee of \$122.50 to the person requesting this service.

## **CHILD SUPPORT AUTOMATED INFORMATION LINE**

You can get more information about our services, including payment information, by calling the child support automated information line at 1-888-229-9223 (toll free nationwide). Calling this number can also assist you in identifying the local office phone number for your case. You may also visit our web site at [secureapp.dhs.state.ia.us/childsupport/](https://secureapp.dhs.state.ia.us/childsupport/).

## **SERVICES NOT AVAILABLE**

We cannot:

1. Represent either parent in dissolution of marriage.
2. Represent either parent if the other parent files for contempt of court.
3. Represent either parent in a disagreement about custody, property settlement, visitation, outstanding bills, or anything else in a court order not related to the payment of support.
4. Collect delinquent alimony payments not related to the payment of support.

If you need services we don't provide, you may hire a private attorney or apply for legal aid services where available. Please tell us if you hire a private attorney to provide the same services we do. This is so we can avoid conflicting legal actions on your case.

## **Policy Regarding Discrimination, Harassment, Affirmative Action, and Equal Employment Opportunity**

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees, and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief, or veteran status.

To file a complaint or concern, please contact DHS at:

Iowa Department of Human Services, Office of Human Resources, Hoover Building – 1<sup>st</sup> Floor, 1305 E. Walnut Street,  
Des Moines, IA 50319-0114; Fax 515-281-4243; or e-mail: [stopit@dhs.state.ia.us](mailto:stopit@dhs.state.ia.us).

## LOCATIONS OF THE IOWA CHILD SUPPORT RECOVERY UNITS

Please give your completed application to the office that serves the county where you live.

**BURLINGTON CHILD SUPPORT RECOVERY UNIT**  
409 N 4<sup>th</sup> St  
PO Box 638  
Burlington IA 52601-0638  
319-753-6322  
Counties: Des Moines, Henry, Lee, Louisa

**CARROLL CHILD SUPPORT RECOVERY UNIT**  
625 N West St  
PO Box 937  
Carroll IA 51401-0937  
712-792-5691  
Counties: Audubon, Carroll, Crawford, Greene, Guthrie, Sac, Shelby

**CEDAR RAPIDS CHILD SUPPORT RECOVERY UNIT**  
411 - 3<sup>rd</sup> St SE Ste 600  
Cedar Rapids IA 52401-1842  
319-362-2866  
Counties: Benton, Iowa, Johnson, Jones

**CLINTON CHILD SUPPORT RECOVERY UNIT**  
121 6<sup>th</sup> Ave So  
PO Box 1175  
Clinton IA 52733-1175  
563-243-8237  
Counties: Cedar, Clinton, Jackson

**COUNCIL BLUFFS CHILD SUPPORT RECOVERY UNIT**  
300 W Broadway Ste 32  
Council Bluffs IA 51503-9030  
712-242-2358  
Counties: Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Taylor

**CRESTON CHILD SUPPORT RECOVERY UNIT**  
215 W Adams  
Creston IA 50801-3106  
641-782-5844  
Counties: (Establishment) Adair, Adams, Boone, Cass, Clarke, Dallas, Decatur, Jasper, Marion, Madison, Polk, Ringgold, Story, Union, Warren

**DAVENPORT CHILD SUPPORT RECOVERY UNIT**  
3911 W Locust  
PO Box 4226  
Davenport IA 52808-4226  
563-388-0409  
Counties: Muscatine, Scott

**DECORAH CHILD SUPPORT RECOVERY UNIT**  
317 Washington St Ste 2  
Decorah IA 52101-1832  
563-382-2666  
Counties: Allamakee, Chickasaw, Clayton, Fayette, Howard, Winneshiek

**MAILING ADDRESS FOR ALL DES MOINES AREA CSRU OFFICES:  
P.O. Box 9135  
Des Moines IA 50306-9135**

### **DES MOINES AREA CHILD SUPPORT RECOVERY UNIT OFFICE LOCATIONS:**

Ankeny (includes Foster Care Recovery Unit)  
1605 SE Delaware Ave Ste A  
Ankeny (see above for mailing address)  
515-369-2800  
Counties: (Enforcement Payor O-S) Adair, Adams, Cass, Clarke, Decatur, Polk, Ringgold, Union

North Des Moines  
6200 Aurora Ave Ste 301 East  
Urbandale (see above for mailing address)  
515-369-2750  
Counties: (Enforcement Payor D-I) Adair, Adams, Cass, Clarke, Decatur, Polk, Ringgold, Union

South Des Moines  
525 SW 5<sup>th</sup> Street, Ste H  
Des Moines (see above for mailing address)  
515-369-2860  
Counties: (Enforcement Payor J-N) Adair, Adams, Cass, Clarke, Decatur, Polk, Ringgold, Union

Indianola  
1807 West 2<sup>nd</sup> Avenue  
Indianola (see above for mailing address)  
515-962-5400  
Counties: (Enforcement Payor T-V) Adair, Adams, Cass, Clarke, Decatur, Polk, Ringgold, Union ); (Enforcement Payor A-Z) Jasper, Madison, Marion, Warren

Grimes  
3560 SW Brookside Dr Ste E  
Grimes (see above for mailing address)  
515-369-2850  
Counties: (Enforcement Payor W-Z) Adair, Adams, Cass, Clarke, Decatur, Polk, Ringgold, Union ; (Enforcement Payor A-Z) Boone, Dallas, Story

Pleasant Hill  
1300 Metro East Drive  
Suites 112-114  
Pleasant Hill (see above for mailing address)  
515-261-5870  
Counties: (Enforcement Payor A-C) Adair, Adams, Cass, Clarke, Decatur, Polk, Ringgold, Union

**DUBUQUE CHILD SUPPORT RECOVERY UNIT**  
960 Main St  
PO Box 3068  
Dubuque IA 52004-3068  
563-557-7113  
Counties: Dubuque

**FORT DODGE CHILD SUPPORT RECOVERY UNIT**  
330 1st Ave N  
Fort Dodge IA 50501-3718  
515-955-5464  
Counties: Calhoun, Hamilton, Humboldt, Pocahontas, Webster, Wright

**LINN COUNTY CHILD SUPPORT RECOVERY UNIT**  
411 3rd St SE Ste 200  
Cedar Rapids IA 52401-1837  
319-398-3619  
Counties: Linn

**MARSHALLTOWN CHILD SUPPORT RECOVERY UNIT**  
204 1/2 W State St  
Marshalltown IA 50158-5842  
641-753-6408  
Counties: Grundy, Hardin, Marshall, Poweshiek, Tama

**MASON CITY CHILD SUPPORT RECOVERY UNIT**  
Mohawk Square  
Ste 13  
22 N Georgia Ave  
Mason City IA 50401-3435  
641-424-1147  
Counties: Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, Worth

**OTTUMWA CHILD SUPPORT RECOVERY UNIT**  
127 E Main Ste 100  
Ottumwa IA 52501-2951  
641-682-8802  
Counties: Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, Washington, Wayne

**SIOUX CITY CHILD SUPPORT RECOVERY UNIT**  
520 Nebraska St Ste 218  
Sioux City IA 51101-1315  
712-255-2749  
Counties: Buena Vista, Cherokee, Ida, Monona, Plymouth, Woodbury

**SPENCER CHILD SUPPORT RECOVERY UNIT**  
20 W 6th St Ste 200  
Spencer IA 51301-3907  
712-262-1412  
Counties: Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, Sioux

**WATERLOO CHILD SUPPORT RECOVERY UNIT**  
501 Sycamore Ste 400  
PO Box 7200  
Waterloo IA 50704-7200  
319-291-2646  
Counties: Black Hawk, Bremer, Buchanan, Butler, Delaware

**Iowa Department of Human Services - Child Support Recovery Unit**  
**REQUEST TO STOP SUPPORT SERVICES**

---

**If you do not want the Child Support Recovery Unit to provide support services to you, sign your name and date and return this request to the address listed. However, if you got public assistance, we are required to try to get the payor to repay it. So, even if you don't want our services, we'll keep trying to collect. And if support is due both you and the state, we'll send you some of what we collect. Also, we want you to know that stopping our services does not end the support obligation. You must get a court order to end it.**

**I WANT YOU TO STOP MY SUPPORT SERVICES WHEN YOU GET THIS NOTICE.**

\_\_\_\_\_  
(Your signature)

\_\_\_\_\_  
(Date)

**Please separate at perforations & mail to the address listed**  
**Keep the bottom portion for your records**

**Iowa Department of Human Services**  
**Policy Regarding Discrimination, Harassment, Affirmative Action,**  
**and Equal Employment Opportunity**

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees, and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief, or veteran status.

To file a complaint or concern, please contact DHS at:

Iowa Department of Human Services, Diversity Program Unit, 1305 E. Walnut Street,  
Des Moines, IA 50319-0114; fax 515-281-4243; or e-mail: [stopit@dhs.state.ia.us](mailto:stopit@dhs.state.ia.us).

470-1981 (Rev. 1/10) H1981A

470-1981

**RETURN SERVICE REQUESTED**

Please retain this panel for your own information.

Date of Notice:

Case Number:

Payor:

If you have questions about this form:

Call your local office.

If you need assistance finding the local office phone number, call the child support automated information line at 1-888-229-9223 (toll free nationwide).

470-1981 (Rev. 1/10) H1981B



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## Information Regarding Automatic Deposit of Child Support Payments

Dear Child Support Customer:

Since you are applying for enforcement services we also want you to complete an application for direct deposit. Automatic deposit allows you to receive your support payments quickly and reliably. Automatic deposit is safe secure and confidential. Mailing delays are eliminated, there are no lost or stolen checks, no check cashing fees, and your money is safe.

Enclosed is an authorization for automatic deposit. Please complete the application according to the directions on the back of the form, and return it with your completed application for child support services. Be sure to attach a blank voided check or a letter from your financial institution.

Your automatic deposit will start approximately 20 days from the time Collection Services Center (CSC – the state operated unit that receives and sends out support payments) processes your complete authorization form. Before the start of deposits, CSC sends you a notice confirming the bank and account numbers, and the date your automatic deposit agreement is effective. Payments received by CSC after this effective date will be directly deposited into your designated account within two working days of when they are received at the CSC. You can verify the automatic deposit you receive by:

- Calling the child support automated information line at 1-888-229-9223 (toll free nationwide) for automated information 24 hours a day, 7 days a week.
- Checking the child support web site at <https://secureapp.dhs.state.ia.us/childsupport>
- Using your financial institution's automated teller service, voice response unit or on-line access at their website.
- Reviewing your bank statement.

If you need to change your automatic deposit, you must complete a new authorization form for direct deposit. To cancel your automatic deposit, send a letter to CSC at Collection Services Center, ATTN: Accounting; PO Box 9125; Des Moines IA 50306-9125.

If you have any questions about direct deposit, please contact your local office. If you need assistance finding the local office phone number, call the child support automated information line at 1-888-229-9223 (toll free nationwide).