

GOVERNMENT OF THE DISTRICT OF COLUMBIA

OFFICE OF THE ATTORNEY GENERAL



THE PROCESSING OF YOUR MONEY

CHILD SUPPORT SERVICES DIVISION

441 4TH Street N.W.

Suite 550N

WASHINGTON, D.C. 20001

PHONE: 202-442-9900 FAX: (202) 724-3710

www.cssd.dc.gov

CLEARINGHOUSE



- Q: What is the Clearinghouse responsible for?
- A: The Clearinghouse does what the Clerk of the Superior Court used to do: receive payments, post payments, disburse payments, and update employer information (as appropriate).
- Q: When should I expect a payment?
- A: CSSD cannot guarantee that payments will be received on a consistent basis. If the payments are deducted from the NCP's wages, the employer should remit the payments to the Clearinghouse according to the NCP's pay dates. Most payments received by the Clearinghouse come through the mail, and mail times will vary.
- Q: Can you tell me when the last payment was received?
- A: Please contact the Clearinghouse's Customer Service Unit at (202) 370-1470 for payment information. You will need your case number and/or social security number in order to retrieve information.
- Q: A child support payment was credited to my case several days ago and usually I would have it by now, but I haven't received it yet. What should I do?
- A: If you have direct deposit, you should first check with your bank about the deposit. If the bank does not have a record of the deposit, you will need to contact the Clearinghouse so the payment can be researched.

If you normally receive your checks by mail, time frames for mail delivery vary, and you should allow up to 10 business days. If you still have not received your payment, you should notify the Clearinghouse so that the check status can be researched. If the check has not been cashed, the Clearinghouse will send you an Affidavit for Replacement Check to complete with your notarized signature and return to the Clearinghouse.

Once a complete investigation is conducted, CSSD and the bank can then determine whether a replacement check should be issued, and usually a replacement check will be issued within two (2) to four (4) weeks. If the Check was cashed, a criminal investigation may need to be conducted, which requires more time (up to 90 days).

- Q: My child support check was stolen or lost. What should I do?
- A: You should contact the Clearinghouse so that appropriate action can be taken.
- Q: The NCP was notified that a tax refund was intercepted for child support arrears. Why haven't I received those funds?
- A: An NCP will usually be notified approximately 60 days before the Clearinghouse receives any funds. While CSSD is required to apply the funds to the arrears balance when the collection is received, it may hold the collection prior to disbursing it for a period of one (1) to six (6) months to allow for other claims to be filed. Also if such funds are received and a debt is owed to the District of Columbia, the debt owed to the state will be paid first. This is in compliance with federal and state requirements.

CHECKS



- Q: I was told that a check was recently mailed to me but I have not received it, what should I do?
- A: After 10 business days from the date of the check you can report the lost check to the Clearinghouse. They will instruct you on how to request a replacement check.
- Q: I have a check that I did not cash and it is more than 90 days old. Can I still cash it?

A: No. Mail the original check to the Clearinghouse at the address on the check **or** bring it to CSSD. Indicate that the check is “stale dated” and you are requesting a replacement.

Q: How long will it take to receive my replacement check?

A: 3 to 5 business days from the date the check is reissued.

Q: I deposited my check in my bank account but it was returned unpaid by the bank. How do I get a replacement check?

A: Bring the “unpaid” item to CSSD or fax it to the SDU Manger at (202) 585-0369. Indicate that this is an unpaid item and you are requesting a replacement check. You may also contact the Clearinghouse.

DIRECT DEPOSITS

Q: Can I have my child support payments direct deposited to my checking account? If so, what is the procedure?



A: If you have a bank account in your name, you may request and complete a Customer Authorization Agreement for Direct Deposit form and mail it, along with a voided check or pre-printed deposit slip that shows your account information to:

Child Support Services Division
441 4th Street
5th Floor North
Washington, D.C. 20001
Attn: SDU Manager

It can also be faxed to (202) 585-0369.

Q: How do I start a direct deposit?

A: Complete a Customer Authorization Agreement for Direct Deposit form. Include a voided check (no starter checks) or a Form 1199A (from your bank). Fax the completed documents to the SDU Manager at (202) 585-0545 or (202) 585-0369 or mail them to the address on the form.

Q: How long will it take for my direct deposit to begin?

A: 3 to 5 business days.

Q: Can I have my money deposited into 2 different accounts?

A: No.

Q: Can I have my money deposited in a savings account?

A: Yes; however you MUST include a Form 1199A with your Customer Authorization Agreement for Direct Deposit form.

Q: What if my bank does not use Form 1199A?

A: Have your bank provide your account number and their routing number on their official letter head paper.

Q: How do I close my direct deposit?

A: Submit your request in writing to the SDU Manger by fax at (202) 585-0545 or (202) 585-0369 or mail to 441 4th Street NW, Attention SDU Manager. Include your case number.

Q: How long will it take to stop my direct deposit?

A: Within 24 hours or the next business day.

Q: How do I change my direct deposit?

A: You must close an existing account before you can open a new one.

Q: I am going to change banks or bank accounts, what should I do?

A: You must submit written authorization to stop the current direct deposit and complete a new application for direct deposit, following the same procedures as the previous direct deposit for the new bank account.

Q: If I have more than one case do I need to complete a Customer Authorization Agreement for Direct Deposit form for each case?

A: No.

ON-LINE PAYMENTS

Q: Can I pay my child support payment over the internet?



A: Yes:

- Go to our website at www.csed.gov
- Under “Information” click on “Child Support Payments Online”
- Under “Child Support Payments Online” select the [SmartChild Support.com](http://SmartChildSupport.com) link
- Follow the instructions on that site.

Please note: the first payment will not be immediate. It will take seven to ten business days to establish your account. Once your account is established, you control when you make your payment.

DISTRIBUTION

Q: I contacted the Clearinghouse to see if a payment has been received for me, and they told me that a payment had been received but is currently on hold. Why is my payment holding?

A: There are several reasons why your payment could have been placed on hold. Contact CSSD’s Customer Service Unit and a referral will be submitted to the Distribution Unit to have the issue researched and your payment released. Please allow 30 days for processing.

QUESTIONS

For questions concerning processing money please call the CSSD Customer Service Unit at (202) 442-9900.

Usted puede solicitar **totalmente gratis** servicios de interpretación por teléfono o en persona, así como pedir que se le traduzcan algunos documentos. Si tiene alguna pregunta sobre este documento, por favor llámenos al (202) 442-9900.

