



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

Four horizontal lines for address

Date: _____

Case/CSC Number: _____

Re: _____

Dear _____:

Enclosed is a copy of the _____ order. Please read it carefully to determine the effect it has on _____.

☐ If you have questions, feel free to call our customer service representatives at 1-888-229-9223 (toll-free) between the hours of 8:00 AM and 5:00 PM weekdays.

Sincerely,

Five horizontal lines for signature

☐ (obligee)

INFORMATION ABOUT THE CHILD SUPPORT RECOVERY PROGRAM

- Federal law requires each state to have an agency that establishes paternity, medical and child support orders and enforces these orders. In Iowa, this is the Child Support Recovery Unit. Custodial or noncustodial parents may apply for child support services.
The primary way child support is collected is through income withholding. In addition, we can enforce the order by taking any or all of the following actions as law allows:
Attaching state and federal tax refunds
Seizing bank accounts (administrative levy)
Offsetting state and federal non-tax payments
Getting a court order requiring the obligor to look for a job.
Denying or revoking a passport
Placing liens on property
Reporting overdue support to credit bureaus
Bringing a contempt of court proceeding
Suspending a driver's, hunting, fishing, or professional license
Making a referral for federal felony prosecution
Making referrals to the Department of Revenue and Finance for debt collection.
Visitation and custody are treated separately from child support. We provide child support services. We do not handle custody and visitation issues for parents. These matters must be handled through a private attorney. However, if parents reconcile, we can assist in suspending current child support.
A Unit attorney represents the state of Iowa. The attorney does not represent either parent.

It is very important that you carefully read all mail or legal papers you get from us and respond by the due date. Be sure to notify us of any changes in your address, employment, or court order. If you have questions about your case, call 1-888-229-9223 (toll-free) between 8:00AM and 5:00PM weekdays to reach a customer service representative. Des Moines area

residents can call 515-242-5530. General information about Iowa's child support program is also available on the internet at <https://childsupport.dhs.state.ia.us>.

(obligor)

INFORMATION ABOUT THE CHILD SUPPORT RECOVERY PROGRAM

- Federal law requires each state to have an agency that establishes paternity, medical and child support orders and enforces these orders. In Iowa, this is the Child Support Recovery Unit. Custodial or noncustodial parents may apply for child support services.
- **Child support is important to your child.** Paying the amount ordered regularly and on time and providing health insurance coverage is just one way you can contribute to your child's emotional and financial well being. Parents are partners in raising their children, even when they do not live in the same household.
- **The primary way child support is collected is through income withholding.** In addition, we can enforce the order by taking any or all of the following actions as law allows:
 - Attaching state and federal tax refunds
 - Seizing bank accounts (administrative levy)
 - Offsetting state and federal non-tax payments
 - Getting a court order requiring you to look for a job.
 - Denying or revoking a passport
 - Placing liens on property
 - Reporting overdue support to credit bureaus
 - Bringing a contempt of court proceeding
 - Suspending a driver's, hunting, fishing, or professional license
 - Making a referral for federal felony prosecution
 - Making referrals to the Department of Revenue and Finance for debt collection.
- **We will notify you when we take many of these actions to enforce child support.** The notice will tell you what you can do to challenge the action.
- **Visitation and custody are treated separately from child support.** We provide child support services. We do not handle custody and visitation issues for parents. These matters must be handled through a private attorney.
- **If you reconcile with the custodial parent,** or all of the children covered by the order change their residence to your home, we can help suspend your support order.
- **A Unit attorney represents the state of Iowa.** The attorney does not represent either parent.

It is very important that you carefully read all mail or legal papers you get from us and respond by the due date. Be sure to notify us of any changes in your address, employment, or court order. If you have questions about your case, call 1-888-229-9223 (toll-free) between 8:00AM and 5:00PM weekdays to reach a customer service representative. Des Moines area residents can call 515-242-5530. General information about Iowa's child support program is also available on the internet at <https://childsupport.dhs.state.ia.us>.

If support is not being withheld from your income, send payments directly to: Collection Services Center (CSC), PO Box 9125, Des Moines, Iowa 50309-9125. Be sure to include your name and CSC case number on your payment. Your CSC case number is listed at the top of this form. Thank you for supporting your children.