



STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR
KIM REYNOLDS, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

Support Payments Now Processed Through a Central Location

Dear Payor:

We would like to let you know that your support payments made through income withholding are now processed through the Department of Human Services' Collections Services Center (CSC). This is because federal and state laws require a centralized location to process all support payments withheld by an employer under an Iowa income withholding notice. (Legal reference: 42 USC 654B and Iowa Code Section 252B.14)

Once your employer begins sending payments to CSC, you may see changes in how the payments are sent and the processing time. CSC processes the payments within two working days of receipt. This may differ from the way the county clerks of court process payments. CSC processes your payments using case number:

If you have any questions about this letter, or if you move, please contact us. The number is **515-697-1550**. Customer service staff are available to take your calls between the hours of 8:00 a.m. and 4:30 p.m.

As long as your support payments are made by an employer through income withholding, CSC will process them. If you make support payments in another way, send them to the clerk of court. This does not change other services you may now receive from your attorney or the clerk of court. For a complete copy of your payment record, contact the clerk of court.

Sincerely,

A handwritten signature in cursive script that reads "Carol Eaton".

Carol Eaton, Bureau Chief
Bureau of Collections

**Bureau of Collections
State Disbursement Unit Coordinator
PO Box 9125
Des Moines, IA 50306-9125
470-3588 (Rev. 1/11)
H3588B**

RETURN SERVICE REQUESTED