

A hundred years from now it will not matter what my bank account was, the sort of house I lived in, or the kind of car I drove. But the world may be different because I was important in the life of a child.

- Kathy Davis

REMEMBER

- ✓ Do not make direct payments to the custodial parent as you may not receive credit for the payments.
- ✓ You are responsible for making sure your child support gets paid – even if it is supposed to be withheld automatically from your paycheck.
- ✓ You can make payments online or through electronic funds transfer from your bank accounts. Contact our office or visit our website for more information.
- ✓ You can obtain information regarding your case 24 hours a day by calling 1-800-992-9457 or online at www.ncchildsupport.com.

WE CAN HELP

We want to see you and your children succeed. The information you need to call or email our office is listed below. Please contact us anytime we can be of assistance to you.



Guilford County Child Support Enforcement

Greensboro

400 West Market St.
Greensboro, N. C. 27401-2259
Phone (336) 641-6438
Fax: (336) 641-3216

High Point

325 E. Russell Street
High Point, N. C. 27260
Phone (336) 641-7770
Fax (336) 641-7552

www.co.quilford.nc.us/cse/

www.ncchildsupport.com

SO, YOU HAVE A CHILD SUPPORT ORDER?

Here's What You Need to Know



Guilford County Child Support

"Making a difference in the lives of the children we serve"

SO, YOU HAVE A CHILD SUPPORT ORDER?

YOUR KIDS NEED YOU

We know how hard it is to be a good parent. Life gets complicated pretty quickly. We also know you want to do what's best for your children.

They need your financial support now more than ever. Children with two parents who are involved in their lives are less likely to:

- ✓ Be financially disadvantaged
- ✓ Drop out of school
- ✓ Use drugs
- ✓ Become teen parents

CHILD SUPPORT BASICS

Child support is designed to meet the needs of children while being fair to both parents. The amount that you pay is based on each parent's income.

Child support helps pay for things that all kids need, such as food, clothing, housing, transportation, and school supplies. Your regular child support payments can make the difference between your child's financial security and living in poverty.

HOW IT WORKS

At the Guilford County Child Support Enforcement Agency, our responsibilities are to:

- ✓ Establish, monitor and enforce child support and medical support orders
- ✓ Collect and distribute support owed to children

We are committed to treating our customers, including mothers, fathers, and children, with respect and dignity.

We are committed to:

- ✓ Being fair and impartial
- ✓ Being sensitive to your needs
- ✓ Treating both parents with respect
- ✓ Keeping your information confidential
- ✓ Working with you when you have trouble paying your support

Your responsibilities are to:

- ✓ Pay your support in full and on time

- ✓ Keep us informed when things change such as your job, address, telephone number and/or income
- ✓ Provide health insurance if court ordered

WHERE TO SEND YOUR PAYMENTS

Whether your payments are direct, from wage withholding, electronic funds transfer, etc., all child support payments must be sent to the North Carolina Centralized Collections Operations. Send your payment to:

NC Child Support
PO BOX 900006
Raleigh, NC 27675-0577

To properly identify your payment for distribution on the correct case, please ensure that you put your personal child support identification number (MPI #) or Social Security number is legibly written on your check or money order.

