

## REMEMBER

- ✓ Do not make direct payments to the custodial parent as you will 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.ncdhhs.gov](http://www.ncchildsupport.ncdhhs.gov)



## 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

#### 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.guilfordcountync.gov/  
our-county/child-support](http://www.guilfordcountync.gov/our-county/child-support)



# 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"*



## **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

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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

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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.