

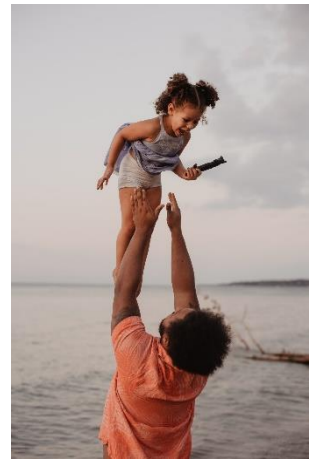


CHILD SUPPORT SERVICES

Pay off NYC child support debt twice as fast.

# PAY IT OFF

March 1- 15, 2024



More than 4,000 noncustodial parents have participated in a Pay It Off (PIO) program. The average debt reduction to arrears owed to NYC DSS per case is \$4,822.

**How much debt can we erase for you? Take action now to find out.**

## Step 1 Sign an Agreement

Submit the completed, signed agreement and a copy of your photo ID between March 1 - 15 by email, mail, or in person. A separate agreement is required **per case** to receive a credit.

**Email:** [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us), subject "Pay It Off". Include your full name & Case ID (e.g., AB12345X1) or birth date.

**Mail to:**

OCSS - Pay It Off  
PO Box 830  
Canal Street Station  
New York, NY 10013

**In person:**

OCSS Customer Service Walk-In Center  
151 West Broadway, 4th Floor  
New York, NY 10013  
Business Hours: Mon - Fri, 8 AM - 6 PM (except holidays and weekends)



Download Agreement

## Step 2 Make a payment(s)

- [Make a payment](#) of \$500 or more intended for Pay It Off between March 1 - 15. Payments must be received no later than March 15, 2024 to receive the credit.
- Payments should accompany the agreement. When submitting the agreement separately, indicate when and how the payment will be submitted.
- For multiple cases, submit a separate payment per case.
- Make payments payable to the "NYS Child Support Processing Center."
- Include your child support Case ID and indicate "Pay It Off" on your payment.



Payment Methods

## Step 3 Get your qualified payment dollar-for-dollar match

OCSS will send you a summary of action taken 4 to 5 weeks after the agreement and payment(s) are received.

## Step 4 Lower your debt even more

### Sign up for the Arrears Credit Program (ACP)

Receive a one-time debt reduction of up to \$2,500 to arrears owed to NYC DSS when applying for ACP between March 1, and March 15, 2024.

Pay your monthly court ordered obligation in full for a year and get up to \$5,000 off your NYC DSS debt at the end of 12 months. Stay in the program for up to three years and get a total of up to \$15,000 taken off your NYC DSS debt. See details at [nyc.gov/ocss-debt-reduction](http://nyc.gov/ocss-debt-reduction).

### Money Judgment Interest

If you pay off the principal on your money judgment owed to NYC DSS, your interest will be removed.

See an example of how much debt could be reduced and learn more at [nyc.gov/payitoff](http://nyc.gov/payitoff).



ACP Application

**Don't miss this chance to reduce your debt!**

**Questions? Email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us), subject "Pay It Off", and include your full name & Case ID (e.g., AB12345X1) or birth date.**