



# Your Child Support Payment Options

	Method	Fee	Process	Contact	Notes
<b>App</b>	Credit & Debit cards, PayPal, & Venmo	<b>\$0</b>	Download the app for free through the <a href="#">App Store</a> (Apple) and <a href="#">Google Play</a> (Android). Visit <a href="https://nyc.gov/childsupportmobile">https://nyc.gov/childsupportmobile</a> for a list of mobile app features and more.	If there is a problem making a payment through the app, send an email to <a href="mailto:dcse.cseweb@dfa.state.ny.us">dcse.cseweb@dfa.state.ny.us</a> . Include your Child Support case number.	Allow 2-3 business days for payment processing.
<b>Phone</b>	Credit or Debit Cards	<b>\$0</b>	Call 929-252-5201. Mon.-Fri., 9:00 a.m.-5:00 p.m.	Child support specialists on the phone.	Allow 2-3 business days for payment processing.
<b>In Person</b>	Credit or Debit Cards	<b>\$0</b>	Visit a NYC Child Support Office: - Customer Service Walk-in Center at 151 West Broadway, 5th floor, New York, NY 10013. Mon.-Fri., 9:00 a.m.-5:00 p.m.; or - Visit a Family Court location ( <a href="http://on.nyc.gov/contactocss">on.nyc.gov/contactocss</a> ) & go to an OCSS office.	Child support specialists on location	You need photo ID to enter the building. Allow 2-3 business days for payment processing.
	Cash via Money Gram	<b>\$3.99</b> for each payment you make on each case	1. Find a MoneyGram location on <a href="http://www.moneygram.com">www.moneygram.com</a> . 2. Bring these with you: - Cash needed to make your child support payment plus the fee of \$3.99 - Your child support case number (New York Case Identifier) 3. Pay the amount and the fee at the cash counter. Reference Receive code 14690.	If there is a problem making a payment through Money Gram, call or chat with them <b>Phone:</b> 800-926-9400 <b>Live Chat:</b> MoneyGram.com	Payments can only be accepted for one case at a time. No need to come to our office. Allow for your mailing time plus 2-3 business days for payment processing.
<b>Mail</b>	Personal Checks, Certified Checks, or Money Orders	<b>\$0</b>	<b>Mail the payment to:</b> NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - Include a payment coupon, if available. Or include a piece of paper with your full name, the child support account number (New York Case Identifier), the county name, and the amount of the payment.	For status of your payment, call 888-208-4485 <b>TTY (Hearing Impaired):</b> 866-875-9975 Mon.-Fri., 8 a.m.-7 p.m. (Automated information available anytime)	Create a payment coupon at <a href="http://childsupport.ny.gov">childsupport.ny.gov</a> . Do not send cash. Allow for mailing time plus 2-3 business days for payment processing.
<b>NYS Website</b>	Credit/Debit Cards, Direct Pay via bank account, PayPal	<b>\$2.50</b> one-time registration fee. See Notes column for transaction fees.	- Register at <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> and follow the directions online. - Requires a "FIPS code": call the NYS Child Support Helpline at 1-888-208-4485 to get the right code. - Direct Debit payments: Up to 4 business days processing time - PayPal and Credit/Debit card payments: Next business day for payments made before 5:00 PM Eastern time.	For issues or status call 800-403-0879 8 a.m.-5 p.m. (EST) <b>Email:</b> <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	<b>\$0</b> transaction fee for direct debit payments <b>2.95% or \$60</b> max service fee per credit or debit card transaction, as well as PayPal.
	Credit/Debit Cards	<b>\$7.99</b> for less than \$100, else <b>\$0</b> .	- Register at <a href="http://www.moneygram.com">www.moneygram.com</a> and follow directions. Requires New York Receive Code 14690.	For issues or status of your payment call 800-926-9400. <b>Live Chat:</b> MoneyGram.com	Payments process in approximately 2-5 business days.

Need help managing your finances? Get **free financial counseling** at the City's Financial Empowerment Centers located in every borough. To make an appointment, **call 311 today!**

**IMPORTANT:** Information current as of 12/28/2023. All references to fees apply exclusively to payments made to New York State child support accounts using the parties named above and are subject to change. NYC OCSS is not responsible for the collection and/or imposition of fees or other charges associated with the use of any credit and/or debit card or other form of payment (e.g., check, money order) used to pay a New York State child support account. Electronic payments, particularly for first-time users, can take more than one business day to process.



Biwo Sèvis Sipò Timoun nan Vil New York (OCSS)

# Opsyon Posiblite pou Pèman Sipò Timoun Ou a

	Mwayen	Frè	Pwosesis	Kontak	Nòt
<b>Aplikasyon</b>	Kat kredi ak kat debi, Paypal, ak Venmo	<b>\$0</b>	Telechaje aplikasyon an gratis sou <a href="#">App Store</a> (Apple) ak <a href="#">Google Play</a> (Android). Ale sou <a href="https://nyc.gov/childsupportmobile">https://nyc.gov/childsupportmobile</a> pou w ka jwenn yon lis fonksyonalite aplikasyon mobil la ak lòt ankò.	Si ta gen yon difikilte pou fè yon pèman pandan w sou aplikasyon an, voye yon imèl bay <a href="mailto:dcse.cseweb@dfa.state.ny.us">dcse.cseweb@dfa.state.ny.us</a> . Mete nimewo dosye Sipò Timoun ou an nan imèl la.	Tann 2 a 3 jou travay pou yo fin trete pèman an.
<b>Telefòn</b>	Kat Kredi oswa Debi	<b>\$0</b>	Rele nan 929-252-5201. Lendi rive Vandredi 9è a.m.-5è p.m.	Espesyalis sipò timoun nan nan telefòn nan.	Tann 2 a 3 jou travay pou yo fin trete dosye pèman an.
<b>An Pèsòn</b>	Kat Kredi oswa Debi	<b>\$0</b>	Pase nan yon Biwo NYC Child Support: - Sant Akèy Sèvis Kliyantèl la ki chita nan 151 West Broadway, 5yèm etaj, New York, NY 10013. Lendi rive Vandredi 9è a.m. rive 5è p.m.; oswa - Pase nan lokal yon Tribinal pou Fanmi ( <a href="http://on.nyc.gov/contactocss">on.nyc.gov/contactocss</a> ) epi ale nan yon biwo OCSS.	Gen espesyalis nan sipò timoun ki souplas.	W ap bezwen yon pyès idantite ak foto pou w antre nan lokal la. Tann 2 a 3 jou travay pou yo fin trete dosye pèman an.
	Lajan likid atravè Money Gram	<b>\$3.99</b> pou chak pèman ou fè pou chak dosye	1. Jwenn yon biwo MoneyGram sou sit <a href="http://www.moneygram.com">www.moneygram.com</a> . 2. Vini avèk: - Montan lajan ou bezwen pou w peye sipò timoun ou an anplis frè \$3.99 la - Nimewo dosye sipò timoun ou an (Idantifikasyon Ka New York) 3. Peye montan lajan an ansanm ak frè a nan kès la. Kòd Referans Resepsyon an 14690	Si ta gen yon difikilte pou w peye pa Money Gram, rele yo oswa tchat ak yo <b>Telefòn:</b> 800-926-9400 <b>Tchat andirèk:</b> MoneyGram.com	Yo kapab aksepte pèman pou yon sèl dosye alafwa. Ou pa bezwen pase nan biwo nou an. Prewa yon delè 2-3 jou anplis pou kourye lapòs pou fin trete pèman an.
<b>Lapòs</b>	Pèsònèl Chèk, Chèk Sètifye oswa Lòd transfè lajan	<b>\$0</b>	<b>Voye pèman an nan kourye lapòs nan adrès:</b> NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - Mete yon fich pèman, si li disponib. Oswa mete yon fèy papye ki gen non konplè ou, nimewo dosye sipò timoun ou a (Idantifikasyon Ka New York), non Konte a ak montan lajan pèman an.	Pou jwenn nan ki pwen pèman ou rive, rele nan 888-208-4485 <b>TTY (Moun ki pa Tande byen)</b> 866-875-9975 Lendi rive Vandredi, 8è a.m. rive 7è p.m. (Enfòmasyon otomatik yo disponib nenpòt lè)	Kreye yon fich pèman sou <a href="http://childsupport.ny.gov">childsupport.ny.gov</a> . Pa voye lajan likid. Prewa yon delè pou pèman ou fè pa lapòs la rive anplis de 2 a 3 jou travay pou trete dosye pèman an.
<b>Sitwèb NYS</b>	Kat Kredi/Debi, pèman dirèk atravè kont labank, PayPal	<b>\$2.50</b> frè anrejistremant ke w ap peye yonsèl fwa. <i>Ale nan kolòn nòt la pou w kapab jwenn frè tranzaksyon yo.</i>	- Anrejistre sou <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> epi swiv enstriksyon anliy yo. - Ou bezwen yon "FIPS code": rele Liy èd pou NYS Child Support la nan 1-888-208-4485 pou jwenn kòd ki kòrèk la. - Pou pèman pa prelevman otomatik yo: Li pran jiska 4 jou travay pou trete pèman an - Pèman pa PayPal ak kat Kredi/Debi: Pwochen jou travay la pou pèman ki fèt avan	Si w gen difikilte oswa ou bezwen konnen estati pèman rele nan 800-403-0879 Soti 8 a.m. rive 5 p.m. (EST) <b>Imèl:</b> <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	<b>\$0</b> kòm frè pou pèman pa prelevman otomatik yo: <b>2.95% oswa \$60</b> kòm pi plis frè sèvis pou chak pèman pa kat kredi/debi ak pou PayPal.
	Kat Kredi/Debi	<b>\$7.99</b> pou pèman ki mwens ke \$100, apres a <b>\$0</b>	- Anrejistre sou <a href="http://www.moneygram.com">www.moneygram.com</a> epi swiv enstriksyon yo. Kòd Resevwa New York (New York Receive Code) 14690 la nesèsè.	Pou difikilte oswa jwenn estati pèman ou an rele nan 800-926-9400. <b>Tchat an Dirèk:</b> MoneyGram.com	Tretman pèman an ap pran ant 2 a 5 jou travay.

Èske w bezwen èd pou w jere finans pèsònèl? Ou kapab jwenn **konsèy finansye gratis** nan Financial Empowerment Centers ki nan vil ki nan chak awondisman. Pou pran yon randevou, **rele 311 jodia!**

**ENPÒTAN:** Yo te mete enfòmasyon sa yo ajou nan dat 12/28/2023. Tout referans sou frè yo aplikab sèlman pou pèman yo te fè nan kont sipò timoun Eta New York atravè pati ki anwo yo epi yo ka chanje. NYC OCSS pa gen responsablite pou kolekte ak/oswa enpoze nenpòt frè oswa lòt chaj ki asosye ak itilizasyon yon nenpòt kat kredi ak/oswa debi oswa lòt mwayen pèman (pa egzanp, chèk, lòd transfè lajan) yo itilize pou peye yon kont sipò timoun nan Eta New York. Pèman elektwonik, pi preziman pou nouvo itilizatè, gendwa pran plis jou travay pou yo ka fin travay sou li.