



# Your Child Support Payment Options

	Method	Fee	Process	Contact	Notes
App	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.
	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.
In Person	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="https://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.
Mail	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="https://childsupport.ny.gov">childsupport.ny.gov</a> . Do not send cash. Allow for mailing time plus 2-3 business days for payment processing.
NYS Website	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.

# 子女撫養費付款選項

	方法	費用	流程	聯絡資訊	備註
應用程	信用卡、借記卡、PayPal、Venmo	0 美元	透過 <a href="#">App Store</a> (Apple 手機) 和 <a href="#">Google Play</a> (Android 手機) 免費下載該應用程式。 請造訪 <a href="https://nyc.gov/childsupportmobile">https://nyc.gov/childsupportmobile</a> 瞭解行動應用程式的功能及更多資訊。	如果在透過應用程式付款方面遇到問題，請傳送電子郵件至 <a href="mailto:dcse.csweb@dfa.state.ny.us">dcse.csweb@dfa.state.ny.us</a> 。 請附上您的子女撫養費個案編號。	付款處理需要 2 至 3 個工作日。
電話	信用卡或簽帳金融卡	0 美元	撥打 929-252-5201。 星期一至星期五上午 9:00 至下午 5:00	接聽電話的子女撫養費服務專員。	付款處理需要 2 至 3 個工作日。
親自造訪	信用卡或簽帳金融卡	0 美元	造訪 NYC Child Support 辦事處： - 客戶服務接待中心，地址：151 West Broadway, 5 樓, New York, NY 10013。星期一至星期五上午 9:00 至下午 5:00；或者 - 造訪家事法庭地點 ( <a href="http://on.nyc.gov/contactocss">on.nyc.gov/contactocss</a> ) 和前往 OCSS 辦事處。	現場子女撫養費服務專員	需要有附照片身份證才能進入大樓。 付款處理需要 2 至 3 個工作日。
	透過 Money Gram 支付現金	為每個個案支付的每筆款項收費 <b>3.99 美元</b>	1. 登入 <a href="http://www.moneygram.com">www.moneygram.com</a> 查找 MoneyGram 網點。 2. 攜帶： - 待支付子女撫養費加上 3.99 美元手續費的現金 - 子女撫養費個案編號 (紐約個案識別碼) 3. 在現金櫃檯支付款項和手續費。參考接收代碼 14690。	如果在透過 Money Gram 付款時遇到問題，請致電或傳送訊息給他們 <b>電話：800-926-9400</b> <b>即時聊天：MoneyGram.com</b>	一次只能接受一個個案的付款。無須親自前往我們的辦事處。 請留出郵寄時間以及 2 至 3 個工作日的付款處理時間。
郵寄	個人支票、保付支票或匯票	0 美元	將款項郵寄至： NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - 請附上付款存根 (如有提供)。或者附上一張紙，寫明您的全名、子女撫養費帳號 (紐約個案識別碼)、縣名和付款金額。	如需瞭解付款狀態，請撥打 888-208-4485 <b>TTY (聽障專線)：</b> 866-875-9975 週一至週五上午 8:00 至晚上 7:00。(隨時提供自動化資訊)	在 <a href="http://childsupport.ny.gov">childsupport.ny.gov</a> 上建立付款存根。 請勿寄送現金。 請留出郵寄時間以及 2 至 3 個工作日的付款處理時間。
NYS 網站	信用卡/簽帳金融卡、透過銀行帳戶直接付款、PayPal	一次性註冊費 <b>2.50 美元</b> 。 <i>有關交易費用，請參閱備註欄。</i>	- 造訪 <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> 進行註冊並按照線上說明進行操作。 - 需要「FIPS 代碼」：請撥打紐約市子女撫養費服務協助專線 1-888-208-4485 獲取正確代碼。 - 直接借記付款：最多 4 個工作日的處理時間 - PayPal 和信用卡/簽帳金融卡付款：下午 5:00 (東部時間) 之前付款，可於下一個工作日完成處理。	如需瞭解其他問題或付款狀態，請撥打 800-403-0879 上午 8:00 至下午 5:00 (東部標準時間) <b>電子郵件：</b> <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	直接借記支付的交易費用為 <b>0 美元</b> 每筆信用卡或簽帳金融卡交易以及 PayPal 交易收取 <b>2.95% 或最高 60 美元</b> 的服務費。
	信用卡/簽帳金融卡	低於 100 美元收取 <b>7.99 美元</b> 的服務費，其他金額收取 <b>0 美元</b> 服務費。	- 請造訪 <a href="http://www.moneygram.com">www.moneygram.com</a> 進行註冊並按指示操作。需要紐約接收代碼 (New York Receive Code) 14690。	如需瞭解其他問題或付款狀態，請撥打 800-926-9400。 <b>即時聊天：MoneyGram.com</b>	付款流程大約需要 2 至 5 個工作日。

需要協助管理財務？在位於每個行政區的紐約市理財 Financial Empowerment Centers 獲得**免費的金融諮詢服務**。如需預約，請立即撥打 **311**！

**重要訊息：**截至 2023 年 12 月 28 日的最新資訊。提及的所有費用僅適用於使用上述各方支付給紐約州子女撫養費帳戶的款項，可能隨時有變。NYC OCSS 不負責收取和/或徵收與使用任何信用卡和/或簽帳金融卡付款或用於向紐約州子女撫養費帳戶付款的其他付款形式 (如支票、匯票) 相關的費用或其他費用。電子支付可能需要一個工作日以上的處理時間，尤其是對於首次使用電子支付的用戶。