



Change of Address Instructions

ONCE YOU HAVE A CHILD SUPPORT ORDER, the HRA Office of Child Support Services (OCSS) must be updated on any changes in your home and/or mailing address. If this information changes for either parent, it is important to notify OCSS as soon as possible.

There are several options:

- **Call the New York State Child Support Helpline** to speak to a customer service representative between 8 a.m. and 7 p.m., Monday to Friday: (888) 208-4485; or TTY (Hearing Impaired): (866) 875-9975.
- **Send a written request including a copy of a photo ID with a signature to:**
NYC Office of Child Support Services
PO Box 831
Canal Street Station
New York, NY 10013
- **Bring a photo ID with a signature to:**
OCSS Customer Service Walk-In Center
151 West Broadway
4th floor
New York, NY 10013
Office hours: 8 a.m.–7 p.m., Monday–Friday

Travel Directions

The OCSS Customer Service Walk-In Center is located in Lower Manhattan at 151 West Broadway, two blocks west of Broadway and three blocks north of Chambers Street.

To get to our office, you can take any of the following trains:

- A, C, 1, 2, 3, J, Z to Chambers Street
- E to Canal Street
- 4, 5, or 6 train to Brooklyn Bridge/City Hall