

Tips For Managing My Child Support

How do I contact OCS?

- Call Customer service at **1-800-786-3214**
- Call my case owner or regional office
- Visit any regional office
- Write OCS a letter
- Email Customer Service at **ocscsu@vermont.gov**

When should I contact OCS?

- If I have not received my child support
- If I paid or received child support directly to/from the other party
- If parental rights & responsibilities have changed
- If I need to modify an existing child support order
- If I've missed or need to reschedule an appointment
- If I have a change in job status or employment
- If I have applied for social security, unemployment benefits, worker's compensation.

How do I receive and monitor payments?

- Visit the OCS website and use our parent login: <http://dcf.vermont.gov/ocs/parents>
- During regular business hours, call 1-800-786-3214 and speak to someone
- Register my bank account with OCS for Direct Deposit**
- Check Reliacard balance at <https://www.usbankreliacard.com> or call 1-866-276-5114**
- After hours, on holidays, and weekends, call 1-800-786-3214 to use the automated system;
- **You will need your SAN and PIN information included below!**

How do I pay child support?

- Visit the OCS website and use EZpay4KIDS to pay online (charges apply)
 - Mail OCS payments to PO Box 1310, Williston, Vermont 05495
 - Through payroll deduction
 - Mail payments or pay directly at any OCS regional office
 - Call Customer Service to pay by phone using debit / credit card(s)
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OCS Customer Service: **1-800-786-3214**

Your Case ID:

Your Case Owner:

Your PIN Number:

Case Owner's Contact #:

(802) -

Your SAN Number: