

Automated Information about Child Support Just a Phone Call Away



I want to remind parents who pay and parents who receive child support that important information on their Attorney General child support case is just a phone call away. Mothers and fathers who have questions about their case may obtain detailed information 24 hours a day, seven days a week by calling the agency's toll-free automated voice response system at 1-800-252-8014. With one phone call, parents can obtain:

- a record of their last four court-ordered child support payments;
- dates and locations of pending court hearings;
- dates of service on current legal actions; and
- availability of genetic test results.

In addition, parents without custody can hear:

- a record of their last four voluntary payments; and
- amount due for current and past-due child support

There is nothing more important than getting needed financial support to families. I hope that providing this

vital information with one phone call will make life a little easier for the parents and children that we serve.

To access the confidential case information by phone, custodial parents must enter the last four digits of their Social Security number and eight-digit customer identification number (CIN). Noncustodial parents must enter their entire Social Security number and eight-digit member identification number. Parents who do not know their identification number or misplace the number should contact their local child support office. In addition to obtaining detailed information about specific child support cases, callers to the Attorney General's automated voice response system can get basic information about child support and apply for services. Our telephone system receives more than two million calls a month from custodial and noncustodial parents, the general public, and employers of parents who pay child support through income withholding. Customer service representatives are available every workday between 8 a.m. and 5 p.m. for callers who need to speak with someone about their child support case.

The federal government has recognized the Attorney General's Child Support Division for maintaining one of the best statewide child support automated telephone systems in the

nation. Texas was one of 14 model states to excel in customer service for providing callers with superior access to useful information. The most helpful features of the Texas system were around-the-clock availability of case-specific payment information, instructions on system use, repeat menu functions, and direct links to live representatives. The telephone is just one avenue of assistance for mothers and fathers who have Attorney General child support cases. Parents can also obtain specific information about their child support case by visiting Child Support Interactive online at www.oag.state.tx.us. We are pleased that so many people find our Web site a useful source of information. Child Support Interactive received more than 12 million visits last year, a 75 percent increase over the previous year's visits. The general public can visit the site to learn about the child support program and apply for services.

The Attorney General's Child Support Division is committed to helping Texas parents provide financial, medical and emotional support their children need to succeed in life. Last year, we collected \$1.67 billion for the children of Texas. Parents who need child support services may obtain an application by calling 1-800-252-8014, visiting the Web site, or contacting the nearest child support office.

Information on this and other topics is available on the Attorney General's Web site at www.oag.state.tx.us.

POINTS TO REMEMBER

An application for child support services can be obtained by:

Visiting Child Support Interactive, located on the main Attorney General Web site at www.oag.state.tx.us

Calling the 24-hour voice response system at (800)252-8014

By calling the 24-hour voice response system, mothers and fathers can obtain the following up-to-date information about their Attorney General child support case:

- a record of their last four court-ordered child support payments;
- dates and locations of pending court hearings;
- dates of service on current legal actions; and
- availability of genetic test results.

In addition, parents without custody can hear:

- a record of their last four voluntary payments; and
- amount due for current and past-due child support



ATTORNEY GENERAL OF TEXAS

GREG ABBOTT

