

From: ISETS_CTU
Sent: Wednesday, October 11, 2017 8:43 AM
To: #ISETS County Clerk Offices
Cc: Mantia, Karla A.; Welch, William F; Burgher, Amy R; #CSB IT Supervisors; #ISETS BPO; #ISETS Business Consultants; #ISETS Communications and Training Unit; #ISETS Field Consultants; #ISETS PMO; #ISETS Help Desk; CSB Supervisors; DCS CSB Program Support; DCS CSBQA
Subject: RemInder About Child Support Credit/Debit Card Agreements for Payments at the County Clerk's Office

To all county Clerks:

State law was changed in 2007 so that County Clerks should only be accepting cash for child support payments. Because CSB did not have a credit/debit card option, we did not enforce termination of credit/debit card agreements for child support payments at that time. However, CSB subsequently implemented this option and in October 2013 a webmail was sent to the County Clerk offices requesting the Clerks who were accepting child support payments by credit/debit cards to transition them to the State credit/debit card website.

There are several county Clerks still processing credit/debit card child support payments. In order to comply with IC 31-16-9-1, we are asking all counties still processing credit/debit cards on their county website to:

- 1) Request their vendor to remove the functionality to pay child support from their county's website by the end of 2017 or,
- 2) If no changes can be made until the next renewal of their contract, remove this functionality the next time their contract comes up for renewal/modification

IC-31-16-9-1 states that: (c) Beginning January 1, 2007, child support payments that are paid in cash must be paid to a clerk of the circuit court, and all noncash payments must be paid to the state central collection unit established within the child support bureau by IC 31-25-3-1.

NOTE: County Clerks should not be entering into any new agreements with vendors to start accepting debit/credit cards for child support payments.

Information about the State's credit/debit card services:

- Website – www.ChildSupportBillPay.com/Indiana
- Toll-free phone number – 1-866-972-9427

The State's credit/debit card service has several advantages:

- Payments are processed automatically in ISETS with no worker intervention
- Less Bank Reconciliation for Clerks
- State is responsible for recoupment on any fraudulent charges
- Extra measures are in place to mitigate fraudulent payments
- Majority of these payments disbursed to the custodial parents electronically to their debit card or bank account
- Typically cheaper for NCPs (2.25% of the total payment made)