

TIPS FOR OBTAINING CHILD SUPPORT INFORMATION AND CONTACTING YOUR WORKER

As we get busier, to receive the best service, please follow these tips:

- Use the Child Support Online Service at childsupport.wisconsin.gov to:
 - View and print your payment record for the last 30, 60 or 90 days, the current year-to-date, and the last calendar year. Payment records are easy to read, include positive adjustments and refunds, show total payments for the time period selected, and can be printed in an "official" State of Wisconsin format.
 - View the current balances due on your case(s).
 - Print payment and R&D coupons.
 - Update your address & phone number.
 - Check to see if a tax refund was received/intercepted. Please note it takes several weeks from the date taxes are filed until it will be posted.
 - Your Social Security number and/or PIN is needed to access and set up your account.
- If you do not have access to the internet to obtain a payment record or to see if a payment has been made, contact the Wisconsin Support Collections Trust Fund at **1-800-991-5530**. Have your Social Security number and/or PIN # available when you call. Public libraries also offer "free" internet access.
- Debit Card issues must be resolved with Chase at www.myaccount.chase.com or by calling **1-866-817-0761**. If you need to speak to a customer service rep listen carefully and follow the "lost or stolen card" prompt. If you wish to switch to direct deposit, please go online or contact the Wisconsin Support Collections Trust Fund at **1-800-991-5530** to obtain the forms to complete.
- Direct Deposit issues must be resolved with your bank.
- Contact the Child Support Department via phone at **715-748-1493** between the hours of 8 a.m. and 4:30 p.m. – Monday thru Friday -
 - Please explain your issue/question to the party who answers the phone. If they are not able to assist you, they will try to reach a Child Support Specialist.
 - If you get voicemail leave a detailed message. This allows us to research and have answers when we call you back. Do not just say "call me back" or "I have a question regarding child support", give us the details regarding your issue.
 - Do not just hang up. We do not have caller ID and cannot call you back unless you leave a message
 - Do not leave multiple messages in a 48 hour period. Please realize that we are sometimes very busy with court or other appointments and cannot return calls immediately. Trust that we will act on your message and return your call once we have an answer for you.

We will only see walk-in customers at our offices if there is an emergency, and we are available. If you feel you need to see us in person, please call ahead for an appointment.