

WHAT IS THE FAMILY SUPPORT REGISTRY (FSR)?

The Family Support Registry (FSR) is the central payment processing center for the State of Colorado for child support and maintenance. In 1998, the General Assembly mandated the expansion of the FSR to process all support payments that were previously ordered to be paid through a court registry (26-13-114 CRS).

WHY SHOULD YOU USE THE FAMILY SUPPORT REGISTRY?

- Provides an accurate, legal record of all payments received on your account.
- Easily accessible payment records.
- State-of-the-art technology to ensure fast, efficient, and consistent processing of payments.
- Access to payment information through the FSR's "Interactive Voice Response Unit" is available 24 hours a day in English and Spanish.
- Customer Service representatives are able to assist you Monday through Friday from 8:00a.m. to 6:00p.m.
- Easy to use coupons for those who remit payments.
- *Electronic payment options* such as recurring automatic withdrawal and pay-by-phone.
- *Direct deposit* of payments to your bank account or FSR Card.
- Dedicated Employer Outreach
- Department for employers remitting payments
- Specialized electronic payment options for employers

YOUR FSR ACCOUNT NUMBER

Upon entry of your court order, a new account notice with your FSR account number that uniquely identifies your support order to the FSR will be mailed to the address listed on your court order. The obligee (payee) will receive a 10-digit number and the obligor (payor) will receive an 8-digit number. Please be sure to use it anytime you contact the FSR. Your FSR number is clearly marked on all correspondence you receive from the FSR. *All* payments sent to the FSR must include the FSR account number to ensure your payments are processed accurately and timely.

WHAT HAPPENS IF..... *You receive child support and/or maintenance:*

- Upon receipt of the payment at the FSR by the obligor/employer, your payment will be disbursed the next business day in most cases.

You pay child support and/or maintenance:

- You *must* include the following information with all payments:
 - ✓ FSR account number
 - ✓ Obligor name
 - ✓ Your court case number
 - ✓ Amount remitted for each FSR number
- Make all payments payable to the "Family Support Registry"
Do not send cash.
- Enclose your coupon(s) with each payment in the pre-addressed envelope provided by the FSR

ELECTRONIC OPTIONS

• *DIRECT DEPOSIT*

Instead of printing and mailing your child support and/or maintenance check to you, the FSR deposits the money electronically into your bank account. Your funds are typically available within 1 to 2 business days. Contact the Customer Service Department to request an application.

• *FSR CARD*

The FSR Card is a more convenient way to receive and use your child support and/or maintenance payments. Your payments are automatically deposited directly to your FSR Card. Use your FSR Card to pay for goods and services anywhere VISA is accepted, just like any debit card. You can also get account balances and transaction information by phone or online anytime. There is no qualifying to receive the FSR Card. Contact the Customer Service Department to request an application.

• *RECURRING AUTOMATIC WITHDRAWAL*

This option lets you pay your child support and/or maintenance by authorizing a regularly scheduled debit from your bank account according to the frequency and amount you select, such as the last day of the month or once a week. Recurring automatic withdrawal saves you the inconvenience of an envelope and a stamp. It gives you the assurance that the payment is always received on time. Contact the Customer Service Department to request an application.

• *PAY BY PHONE*

This option is similar to automatic recurring withdrawal except that *you* decide when you will pay. After receiving your application, the FSR Customer Service Department records your bank information and issues you a personal identification number (PIN). When you are ready to make a payment, simply call the "Interactive Voice Response Unit" (IVR) at 303-299-9123 (Metro Denver) or 1-800-374-6558 (Nationwide) and follow the instructions for pay-by-phone. You can schedule your payment up to thirty days in advance. Contact the Customer Service Department to request an application.

WHO TO CONTACT FOR INFORMATION AND ASSISTANCE

Local courts are responsible for *legal aspects of support and/or maintenance orders* such as custody changes and modification of support and/or maintenance amounts. For assistance with these matters, please contact the Court where your order was entered.

The FSR is responsible for *activities associated with payment processing*, such as address changes and payment inquiries. For assistance with these matters, please contact the FSR Customer Service Department.

REFERENCE GUIDE

A removable Colorado Family Support Reference Guide is located on the reverse side of this brochure for your convenience. It includes payment locations, FSR contacts, and our e-mail address.

Please remove it for a quick reference guide.

COLORADO FAMILY SUPPORT REGISTRY REFERENCE GUIDE

My FSR Account Number:

(write your account number here)



Payment Location:

Family Support Registry

P.O. Box 2171, Denver, CO 80201-2171

FSR Customer Service Department

Metro Denver:

(303) 299-9123

Nationwide:

1-800-374-6558

E-mail: FSRCustomerService@state.co.us



FSR Employer Outreach Department:

Metro Denver: (303) 297-2849

Nationwide: 1-800-696-1468

E-mail: cse.employer.outreach@state.co.us



My District Court:

(court where your support order was entered)

District Court Phone Number:



Family Support Registry
P.O. Box 2171 Denver, CO 80201-2171

Metro Denver:
(303) 299-9123

Nationwide:
1-800-374-6558

E-mail: FSRCustomerService@state.co.us

Because *Kids* Matter Most
**Family Support
Registry**