

I'm a receiving parent⁺. What changes do I need to tell you about?

The information you give to us is very important when we work out child maintenance. Although we make decisions using up-to-date information things can – and often do – change.

If your circumstances change, or if the paying parent's circumstances change, it can mean that we need to change the amount of maintenance that you should receive.

Telling us about changes as soon as they happen helps us make sure you keep getting the right amount of child maintenance.

As a **receiving parent**, you **must** tell us if:

- there is a change affecting a child or children living with you which would mean that the paying parent no longer has to pay child maintenance for them
- anyone involved in the child maintenance case dies.

You should also tell us if:

- your contact details change
- your personal information or bank or building society account details change
- you want to change from a Collect & Pay arrangement to the Direct Pay service (there are no collection fees to use Direct Pay) or
- you want to change from the Direct Pay service to a Collect & Pay arrangement (there are collection fees to use Collect & Pay).

How to tell us about a change

If you think a change in your circumstances could affect the amount of child maintenance you get, you can let us know in one of three ways:



By phone:

Call us on **0845 266 8792***.

Our opening hours are:

8am to 8pm – Monday to Friday

9am to 5pm – Saturday



By letter:

Write to us at:

Child Maintenance Service
PO Box 249
MITCHELDEAN
GL17 1AJ



By using a self-service account

Self-service is a personal online Child Maintenance Service account. If you're registered, you can use it to let us know about changes in your circumstances and to track payments. It is completely safe and secure.

You can log in or register for a self-service account at <http://childmaintenanceservice.direct.gov.uk/client>



