

Withdrawn

This publication is withdrawn.
The publication is no longer current.

I am 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.

If you are 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 change your name. Please also tell us if you do not want us to share your new name with the other parent. Instead, we will continue to use your previous name when we write to the other parent. However, if we need to take legal enforcement action on your case we may need to use your new name in correspondence. The other parent will see this name as part of the legal enforcement process

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 and Pay arrangement to the Direct Pay service or
- you want to change from the Direct Pay service to a Collect and Pay arrangement
- you want to change from a Collect and 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 and Pay arrangement (there are collection fees to use Collect and Pay)

What changes does the paying parent have to tell us about?

The paying parent **must tell us within 7 days** of the change if:

- their gross weekly income goes up by **25% or more**, if their gross weekly income figure was given to us by the paying parent, their employer or their accountant to work out child maintenance

Important: they do not have to tell us about this if their child maintenance payments are based on a gross income figure given to HM Revenue & Customs by them, their employer or their accountant – although they can if they want to

- they qualify for the Nil rate of child maintenance and their gross weekly income goes up to £7 or more

They must also tell us within 7 days of the change if:

- their address changes, or
- they pay child maintenance through a deduction from earnings order and they leave their job

They should also tell us if:

- a child who receives child maintenance leaves full-time, non-advanced education or approved training, gets married or enters into a civil partnership
- anyone involved in the child maintenance case dies
- they have a Collect and Pay arrangement (collection fees apply) and want to switch to a Direct Pay arrangement (no collection fees apply)



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 **0800 171 2345***.

Our opening hours are:

8am to 7.30pm – Monday to Friday

9am to 4.30pm – Saturday



By letter:

Write to us at:

Child Maintenance Service 21

Mail Handling Site A

Wolverhampton

WV98 2BU



By using a self-service account

Self-service is a personal online Child Maintenance Service account. If you are 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 www.childmaintenanceservice.direct.gov.uk/client

Important information about this factsheet

This factsheet is only a guide and does not cover every circumstance. It only refers to the statutory child maintenance scheme provided by the Child Maintenance Service. It does not refer to any child maintenance schemes provided by the Child Support Agency. 'Statutory' means set up under the law.

We have done our best to make sure the factsheet is correct as of April 2019, but it may not reflect changes to the law or to our procedures after this date. You may want to get independent advice before making financial decisions based on the content of this factsheet.

*Call charges

Calls to 0800 numbers are free from landlines and mobiles.

†You may have heard different terms used to describe the parents in a child maintenance case.

In child support law:

- the parent who receives child maintenance is known as the 'parent with care' - we call them the 'receiving parent'
- the parent who pays child maintenance is known as the 'non-resident parent' - we call them the 'paying parent'