

Withdrawn

This publication is withdrawn.
The publication is no longer current.

I am a paying parent⁺. What changes do I need to tell you about?

If your circumstances change, it can mean that we need to change the amount of child maintenance that you must pay.

Changes to your income

You must tell us within 7 days of the change if:

- your gross weekly income goes up by **25% or more**, if your gross income figure was given to us by you, your employer or your accountant (Important: you do not have to tell us about this if your child maintenance payments are based on a gross income figure given to HM Revenue & Customs by you, your employer or your accountant – although you can if you want to)
- you qualify for the Nil rate of child maintenance and your gross weekly income goes up to £7 or more

Important: If you do not tell us about these types of change within **7 days**, you may be prosecuted. If you are found guilty you could be **fined up to £1,000**. Your child maintenance payments may also be backdated to the date when the change happened.

Changes to your job or employment

If you are employed **you must tell us within 7 days of the change** if you change your employer, or your working hours, and this means your gross weekly income goes up by **25% or more**.

Important: If you do not tell us about this type of change within **7 days**, you may be prosecuted. If you are found guilty you could be **fined up to £1,000**. Your child maintenance payments may also be backdated to the date when the change happened.

If you pay child maintenance through a deduction from earnings order and you leave your job, you must tell us **within 7 days**:

- the name and address of your new employer (if you have one)
- how much you earn or expect to earn (if you are working)
- your new payroll number (if any)
- the type of work you are doing
- the address where you are working

Important: If you do not tell us about this type of change within **7 days**, you may be prosecuted. If you are found guilty you could be **fined up to £500** (this amount could change in the future). Your child maintenance payments may also be backdated to the date when the change happened.

Changes to your name

You must tell us if 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 against you we may need to use your new name in correspondence. The other parent will see this name as part of the legal enforcement process.

Changing your address

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

- your address changes

Important: If you do not tell us about a change of address within 7 days, you may be prosecuted. If you are found guilty you could be fined up to **£1,000**.

If any of these changes happen, or if you are not sure if a change will affect your payments, please call us straight away on 0800 171 2345*.

You 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
- you have a Collect & Pay arrangement (where you pay collection fees) and want to switch to a Direct Pay arrangement (where you do not pay collection fees)



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

Where can I get more information?

Go to www.gov.uk/child-maintenance for more information, or call us on **0800 171 2345*** if you have any questions.

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.

Charges were correct as of the date of this factsheet.

⁺ 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'