

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Pay your child maintenance by Direct Debit

A Direct Debit is a way of making payments automatically.

It lets organisations like the Child Maintenance Service collect money from your bank or building society account – making it an easy way to pay child maintenance.

You can set one up over the phone or by filling in a form. Once your bank or building society has accepted that a Direct Debit can be paid from your account, we will ask them for the agreed payment amount each payment date.

Direct Debit – the best way to pay child maintenance

It's easy – You don't need to buy stamps, use envelopes, write cheques or stand in queues each month.

It's simple – You don't have to remember to make your payments, because your bank or building society does all the work for you.

It's flexible – If the payment amount or payment date needs to change, you will always be told before this happens.

It's safe – You are protected by the Direct Debit Guarantee (see the box below).

Your questions answered

Q: What sort of account do I need to use a Direct Debit?

A: Most bank or building society accounts can be used to pay by Direct Debit.

Q: Can I set up my Direct Debit over the phone?

A: Yes, this is the easiest and fastest way of setting up your Direct Debit. You just need to have your bank or building society account details ready when you call us.

Q: Can I cancel my Direct Debit?

A: Yes. You can cancel a Direct Debit by writing to your bank or building society. You must tell us if you do this so you can make child maintenance payments in a different way.

Q: How can I be sure that my maintenance has been paid?

A: Direct Debit payments appear on your regular bank or building society statements.

Q: What happens if a mistake is made?

A: If a mistake is made in paying your Direct Debit, the Direct Debit Guarantee means you are entitled to a full refund straight away.

Q: If I pay by Direct Debit can the Child Maintenance Service take money out of my account whenever they like?

A: No. We can only collect the correct amount of child maintenance when it is due. If the amount or the collection date changes we have to tell you 10 working days in advance so that you have time to ask about the payment.

Where can I get more information?

Go to: www.gov.uk/child-maintenance for more information, or call us on **0845 266 8792*** 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 1 October 2013, 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 0845 numbers from BT land lines should cost no more than 4p a minute with a 15p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

Charges were correct as of the date of this factsheet.