

# Your Child Support Payment Options

	Method	Service Provider	Payment Fee	Process	Contact	Notes
In Person	Credit Cards or Debit Cards	NYC Child Support Customer Service Walk-In Center	\$0	Visit 151 West Broadway, 5th floor, New York, NY 10013. Mon.–Fri., 8:00 a.m.–7:00 p.m. Nearby subway stations include Chambers Street, for the 1, 2, 3, A, C, J, or Z trains and Brooklyn Bridge/City Hall Station, for the 4, 5, or 6.	The child support specialists at 151 West Broadway in Manhattan.	You need photo ID to enter the building. Food and beverages cannot be brought into the offices.
	Cash	MoneyGram	\$3.99 (for each payment you make on each case)	<ol style="list-style-type: none"> <li>Find a MoneyGram location on <a href="http://moneygram.com/billpaylocations">moneygram.com/billpaylocations</a>. There are more than 34,000 agents in the U.S. alone.</li> <li>Bring these with you: <ul style="list-style-type: none"> <li>Cash needed to make your child support payment plus the fee of \$3.99</li> <li>Your child support account number (New York Case Identifier)</li> <li>Receive code: 14690</li> </ul> </li> <li>Pay the amount and the fee at the cash counter.</li> </ol>	<b>Phone:</b> 800-926-9400  <b>Online Messages and Chat</b> <a href="http://secure.moneygram.com/contact-us">secure.moneygram.com/contact-us</a>	Payments can only be accepted for one case at a time.
By Mail	Personal Checks, Certified Checks, or Money Orders	New York State Child Support Processing Center	\$0	<b>Mail the payment to:</b> NYS Child Support Processing Unit P.O. Box 15363 Albany, NY 12212-5363 Include a payment coupon, if available. Or include a piece of paper with your full name, the child support account number (New York Case Identifier), the county name, and the amount of the payment.	<b>Phone:</b> 888-208-4485 <b>TTY (Hearing Impaired):</b> 866-875-9975 Mon.–Fri., 8 a.m.–7 p.m. (Automated information available anytime)	You can create an account or log into your existing account at <a href="http://childsupport.ny.gov">childsupport.ny.gov</a> and print a payment coupon for your case.
Online	Bank Account (Direct Payment)	ExpertPay	\$0 in New York State (plus a one-time registration fee of \$2.50)	Register at <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> and follow the directions online.  Requires a FIPS code. To get this, you can call the New York State Child Support Helpline at 1-800-925-9400.	<b>Phone:</b> 800-403-0879 8 a.m.–5 p.m. (EST) <b>Email:</b> <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	Can also be used by employers and payroll agents.
	Credit Cards or Debit Cards	e-childspay	Varies by amount. See next column for details	Register at <a href="https://www.e-childspay.com/">https://www.e-childspay.com/</a> and follow directions. <b>For payments of \$0–\$500</b> , there is a fee of \$14.95. <b>For payments of more than \$500</b> , the fee is 2.95% of the payment.	<b>Phone:</b> 888-392-3391 8 a.m.–5 p.m. (EST) <b>Email:</b> <a href="mailto:customer.service@echildspay.com">customer.service@echildspay.com</a>	You can also pay by phone. Your online payment history can also be viewed with your e-childspay account.

Need help managing your finances? Get **free financial counseling** at the City’s Financial Empowerment Centers located in every borough. To make an appointment, **call 311 today!**

**IMPORTANT:** Information current as of 6/6/17. All references to fees apply exclusively to payments made to New York State child support accounts using the parties named above and are subject to change. NYC OCSE is not responsible for the collection and/or imposition of fees or other charges associated with the use of any credit and/or debit card or other form of payment (e.g., check, money order) used to pay a New York State child support account. Electronic payments, particularly for first-time users, can take more than one business day to process.

# 您的兒童撫養費支付選項

	方式	服務供應方	費用	流程	聯絡方式	備註
親自前往	信用卡或借記卡	NYC Child Support Customer Service Walk-In Center	\$0	前往 151 West Broadway, 5th floor, New York, NY 10013。 週一到週五，上午 8:00 點- 晚上 7:00 點 附近地鐵站包括 Chambers Street，（地鐵 1、2、3、A、C、J 線或 Z 線）， Brooklyn Bridge/City Hall Station，（地鐵 4、5 或 6 線）。	位於 151 West Broadway in Manhattan 的兒童撫養費專家。	進入大廈時您需要出示帶照片的身分證件。不得將食物和飲料帶入辦公室。
	現金	MoneyGram	\$3.99 （每一案例的每項支付）	1. 在 <a href="http://moneygram.com/billpaylocations">moneygram.com/billpaylocations</a> 查詢 MoneyGram 辦事處。僅在美國就有 34,000 多個辦事處。 2. 請攜帶下列材料： <ul style="list-style-type: none"> <li>兒童撫養費現金，以及 \$3.99 手續費</li> <li>您的兒童撫養費帳戶號碼 (New York Case Identifier)</li> <li>接收代碼：14690</li> </ul> 3. 在收款櫃檯交納兒童撫養費與手續費。	電話：800-926-9400  線上溝通 <a href="http://secure.moneygram.com/contact-us">secure.moneygram.com/contact-us</a>	每次只能支付一個案例費用。
透過郵件	個人支票，保付支票或匯票	New York State Child Support Processing Center	\$0	請將付款郵寄至： NYS Child Support Processing Unit P.O. Box 15363 Albany, NY 12212-5363 如果有支付優惠券，請一同附上。或者附一張紙，寫上您的全名、兒童撫養費帳戶號碼 (New York Case Identifier)、帳戶名稱以及支付數額。	電話：888-208-4485 TTY（聽力受損人士）： 866-875-9975 週一到週五，上午 8 點 – 晚上 7 點（隨時提供自動資訊）	您可以瀏覽 <a href="http://childsupport.ny.gov">childsupport.ny.gov</a> ，建立一個帳戶或者登入您的現有帳戶，列印相關的支付優惠券。
線上	銀行帳戶（直接支付）	ExpertPay	紐約州費用為 \$0（加上 \$2.50 的一次性註冊費）	請在 <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> 進行註冊，並按照線上說明操作。  需要使用 FIPS 代碼。需要獲得該代碼，您可以致電紐約州兒童撫養費幫助熱線（New York State Child Support Helpline），電話號碼是：1-800-925-9400。	電話：800-403-0879 上午 8 點 – 下午 5 點（美國東部時間） 電子郵件： <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	雇主和工資代理人也可使用。
	信用卡或借記卡	e-childspay	數額不同。參見下一欄細則	請在 <a href="https://www.e-childspay.com/">https://www.e-childspay.com/</a> 進行註冊，並按照說明操作。 費用為 \$0-\$500 時，手續費為 \$14.95。 \$500 以上，手續費為所支付費用的 2.95%。	電話：888-392-3391 上午 8 點 – 下午 5 點（美國東部時間） 電子郵件： <a href="mailto:customer.service@echildspay.com">customer.service@echildspay.com</a>	您還可以透過電話支付。您還可以透過您的 e-childspay 帳戶瀏覽您的線上支付記錄。

需要財務管理說明？您可以在紐約各大區的市金融許可中心（City's Financial Empowerment Centers）獲得**免費財務諮詢**。如需預約，請現在**即刻撥打 311**！

**重要提示：**目前資訊截至 6/6/17。所有提及費用只適用於上述各方對紐約州兒童撫養費帳戶所支付的款項，並有可能發生變化。紐約市兒童撫養執法辦公室（New York City Office of Child Support Enforcement，NYC OCSE）不負責收集和/或徵收與信用卡和/或借記卡或以其他形式支付（例如，支票、匯票）紐約州兒童撫養費帳戶相關的手續費或其他費用。電子支付，尤其是首次使用的使用者，處理時間可能會多於一個工作日。