

## Who should I contact with my child support questions?

**Child Support Services**  
**1-800-447-4278**  
Automated payment information  
(24 hours)

### ***You will need to know:***

- Your Social Security Number
- The date of birth of a child on the case

### ***The automated voice response will tell you:***

- When a payment was received
- The amount of the payment

For more case information, speak with a Customer Service Representative by calling between  
8:00 a.m. – 4:30 p.m.  
Monday – Friday


### **Helpful Websites**

Illinois State Disbursement Unit  
[www.ilsdu.com](http://www.ilsdu.com)

Illinois Child Support Services  
[www.ilchildsupport.com](http://www.ilchildsupport.com)

**HFS 8189 R-3-20**

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Illinois Child Support Services  
P.O. Box 19405  
Springfield, IL 62704-9405



State of Illinois  
Department of Healthcare  
and Family Services

## Paying Your Child Support



Division of  
Child Support Services

## Why is it important to pay child support?

Children who have a good relationship with you are more likely to be a great student, have a higher level of self-confidence, and have a better chance to succeed in life.

## How do I make my child support payments?

For your convenience there are several methods of paying your child support.

- **Income Withholding**

*Most child support orders require that child support be deducted from your paycheck. This is one of the easiest methods of paying support. Your employer will send your support to the Illinois State Disbursement Unit.*

- Electronic Funds Transfer
- Travelers, cashiers or personal checks
- Automated withdrawal from bank account
- Credit card/debit card
- Money order
- Mail Payments to:  
State Disbursement Unit  
PO Box 5400  
Carol Stream, Illinois 60197-5400
- [www.expertpay.com](http://www.expertpay.com)  
An easy and secure way for child support obligors to make payments.

## Fee Schedule

**One Time Registration Fee** - a one-time registration fee of \$2.50 is charged to the first payment on a new bank or PayPal account. The registration fee charged is in addition to the child support payment amount and any transaction or convenience fees.

**PayPal Convenience Fee** – a 2.95% convenience fee is charged to all payments made with a PayPal account, with a maximum convenience fee of \$60.00. Fees are in addition to the child support payment amount.

**Credit Card Convenience Fee** – a 2.95% convenience fee is charged to all payments made with a credit card, with a maximum convenience fee of \$60.00. Fees are in addition to the child support payment amount.

**ACH Debit Fee** – There are no transaction fees for debit-based child support payments in Illinois.

- **Pay by Phone – 1-866-645-6347**

There is a registration process for first time users. Once registered, obligors can make payments online using Visa, MasterCard or Discover. A processing fee will be charged. The fee schedule is: Payments of \$0 - \$500.00 – a Flat Rate fee of \$14.95. Payments of \$500.01 or more – a Percentage

Rate of 2.95%. It can take up to 7 business days before your payment is posted to your child support account.

- **Any** payment will be accepted. You are required to make payments as stated in the order but any payment will be accepted.
- If you are not employed or your income has lowered, we can help by taking a look at the support amount that is ordered. Please contact us to request this review.
- If you have concerns about custody or visitation, you may have legal rights and may wish to speak with an attorney.
- Legal action may be taken against you for not making payments.
- Each year that child support is not paid, more money is added to the total debt at the rate of 9% interest.

## Who should I inform if my situation changes?

It is important to inform Illinois Child Support Customer Service when any of the following changes occur:

- Address
- Phone number
- Income/employer
- Name change
- Custody change
- Change to the support order