

(Esta carta contiene información importante acerca de su pensión infantil. Si usted no la entiende, busque a alguien que se la lea o visite el sitio web de pensión infantil www.njchildsupport.org para una versión en español.)

Dear New Jersey Child Support Customer:

To improve customer service to you and strengthen New Jersey's child support program, we are converting to a new, enhanced child support information system. The second group of child support cases – those cases in Bergen, Passaic, Warren, Sussex, Morris, Hunterdon, Somerset and Monmouth Counties – will move to the new system in March. We will then move the cases from the balance of the state, a few counties at a time, in May, and July 2009.

As we convert to the new system and if you usually receive child support and/or alimony payments during the first few days of the month, your support payment may be delayed up to two days during the months of March, May and July. If you do not usually receive child support and/or alimony on the first few days of the month, your payments will not be impacted by the conversion. Case information updates on www.njchildsupport.org and the child support hotline (1-800-621-5437) may also be delayed during these conversion periods. We ask for your patience during the next 6 months of this transition.

This change should not affect how you receive payment (for example: debit card, direct deposit or check). Your case number and all information from our current child support and/or alimony system will remain the same.

Over the next 6 months, as we roll out this enhanced system, we encourage you to visit the child support website, www.njchildsupport.org, for new updates to this process and when your county will be converted.

This enhanced technology will provide child support professionals with better tools to locate non-custodial parents more quickly and provide up-to-date employer information so payments can move from the employer to families without delay. Most importantly, this new automation will allow your child support professional to provide improved quality customer service to you.

We appreciate your cooperation and understanding during this transition that will improve child support services for New Jersey families.

Sincerely,

Alisha A. Griffin
Assistant Director