

child support agency

If you get in touch
with us, tell us this
reference number

Our reference

Our address

Child Support Agency
PO Box 36
BIRMINGHAM
B99 1DW

Our phone number

08456090062

If you have a textphone

0845 713 1707

Date

16/12/2010

Mr

Dear Mr

We need some information

We've recently been told that your circumstances may have changed, which may affect the amount you pay in child maintenance.

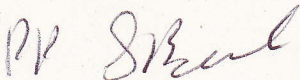
We want to make sure your payments are accurate. To do this we need some further information from you. Can you please provide us with the following information; please confirm shared care details

Please send us the information we need by 23/12/2010. You can use the pre-paid envelope sent with this letter to post the information back to us. If you need to send any documents, please send original documents and write your reference number on everything you send.

We'll return any documents you send us – and we'll let you know as soon as possible if your payments will be changing or not.

Thank you for your co-operation.

Yours sincerely



Mick Hancock
Centre Manager

Important

We are asking for information under child support law. Under child support law it is a criminal offence if anyone required to provide information:

- without reasonable excuse, fails to provide such information when requested to do so; or
- provides information, or knowingly causes or allows information to be provided that they know to be false.

If a court finds them guilty of the criminal offence outlined above, they can be fined up to £1,000.

It is also a criminal offence for anyone who is liable to pay child maintenance to fail to tell us about a change of address. For this reason, if the address details we have for you are not correct, or if you move to a different address in the future, you must let us know by calling the number at the top of this letter.

As someone who is liable to pay child maintenance, if you change your address and don't tell us within seven days, you may be subject to criminal proceedings and a fine of up to £1,000.

Help and information

Child Support Agency is an operating name of the Child Maintenance and Enforcement Commission.

In Northern Ireland, the Child Maintenance and Enforcement Division is part of the Department for Social Development.

If you have any questions about this letter, you can phone us direct on the number at the top of this letter. The line is open from 8am to 8pm Mondays to Fridays and 9am to 5pm Saturdays. Please have this letter with you when you phone.

Or you can:

- contact us by e-mail through our website; or
- write to us.

Our website and address are at the top of this letter.

For help and advice in Welsh, you can phone the Welsh Language Helpline on **08457 138 091**. The line is open from 9am to 5pm Mondays to Fridays. Please note that this service is for Welsh speakers **only**.

Please note, textphones are for people who find it hard to speak or hear clearly. If you do not have a textphone, some libraries or citizens advice bureaux may have one. Textphones do not receive text messages from mobile phones.

How we collect and use information

The Child Maintenance and Enforcement Commission collects information for the purpose of dealing with child maintenance. The information we collect about you depends on the reason for your business with us.

We may check information about you with other information we have. We may get information about you from other people and certain other organisations. We may give information to certain other organisations, as the law allows, to:

- check the accuracy of information;
- prevent or detect crime;
- protect public funds in other ways; and
- use in research or statistics.

These other organisations include:

- HM Revenue & Customs, the Department for Work and Pensions, and other government departments;
- local authorities; and
- private-sector bodies such as banks and certain other organisations.

We will not give information about you to anyone outside the Commission unless the law allows us to. The Child Maintenance and Enforcement Commission is the Data Controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use your information, please contact us. You can contact any of our offices and ask for leaflet How does the Child Support Agency use and store information? Or you can find a copy of the leaflet on our website. The address is www.csa.gov.uk