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Child Support Customers Have New Service Options

As of September 2008, about 350,000 Ohio parents and caretakers were receiving child support payments through e-QuickPay, a debit MasterCard card that transfers child support to families electronically. Just over half of all recipients receive their child support this way.

Now, these parents and caretakers have the option to be notified when funds are credited to their accounts. By signing up for this free service, they can receive either a telephone call or an e-mail when their account balances increase. To register, they can simply call 1-800-503-1283 and speak with a customer service representative. Or, they can log into their account at www.e-quickpay.com and sign up there.

“Parents have reported a desire to be notified when a child support payment has been credited to their e-QuickPay accounts, and these new options for a phone call or e-mail are efficient ways to answer that request for customer service,” said Doug Thompson, deputy director of the Ohio Department of Job and Family Services’ Office of Child Support.

The notification calls and e-mails will be made between the hours of 9 a.m. and 8 p.m.

Cardholders with questions can call 1-800-503-1283 and speak with a customer service representative.