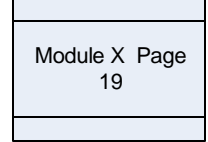
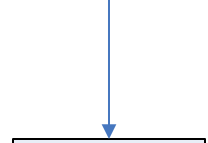
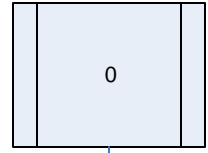
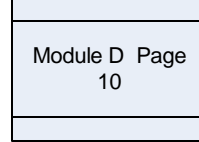
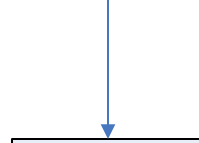
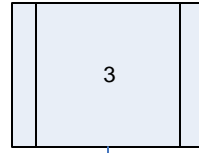
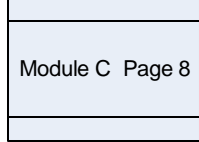
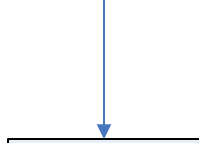
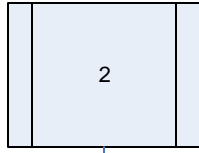
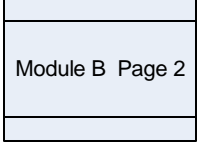
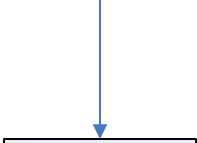
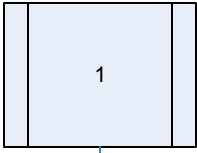
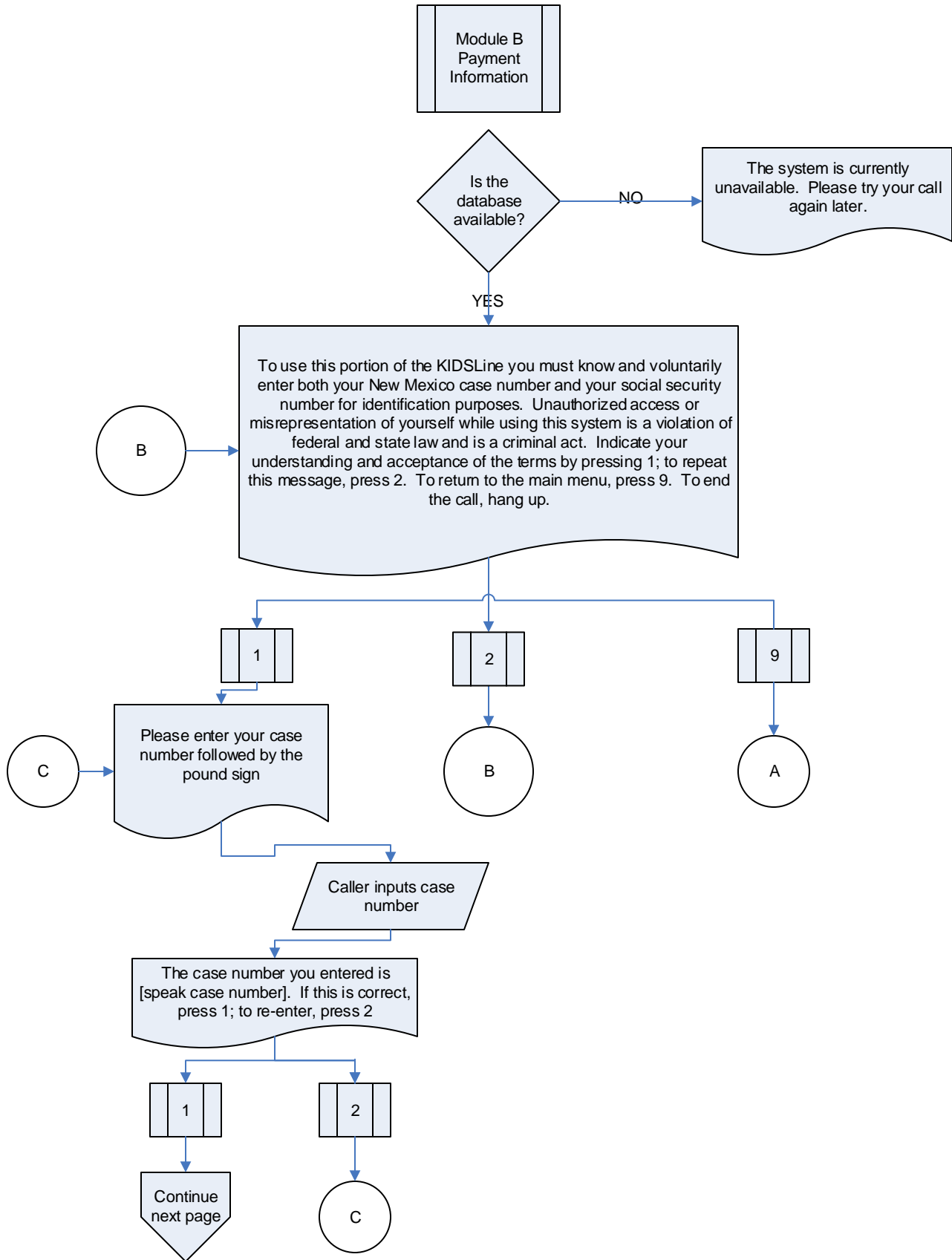
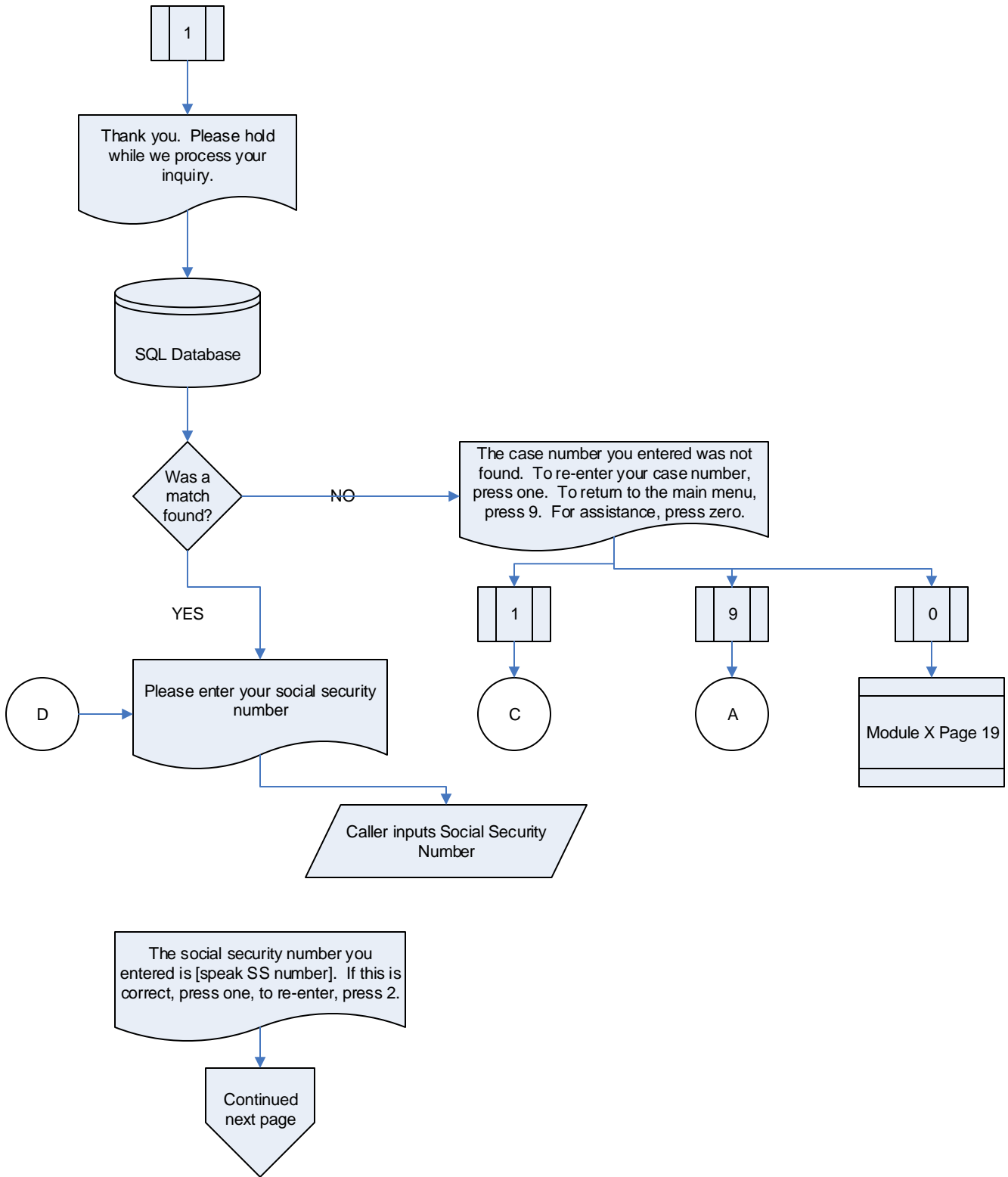


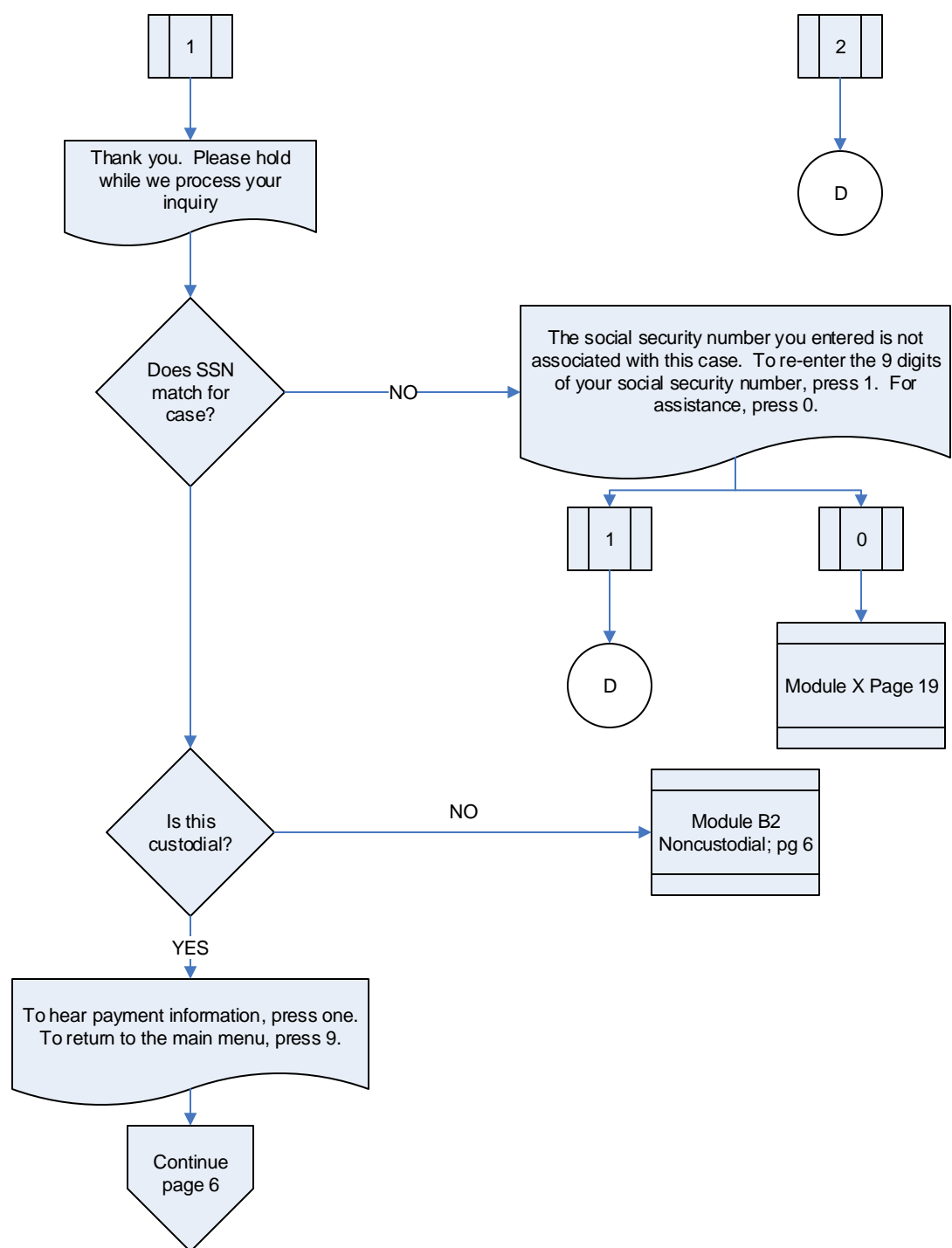
From  
page 1

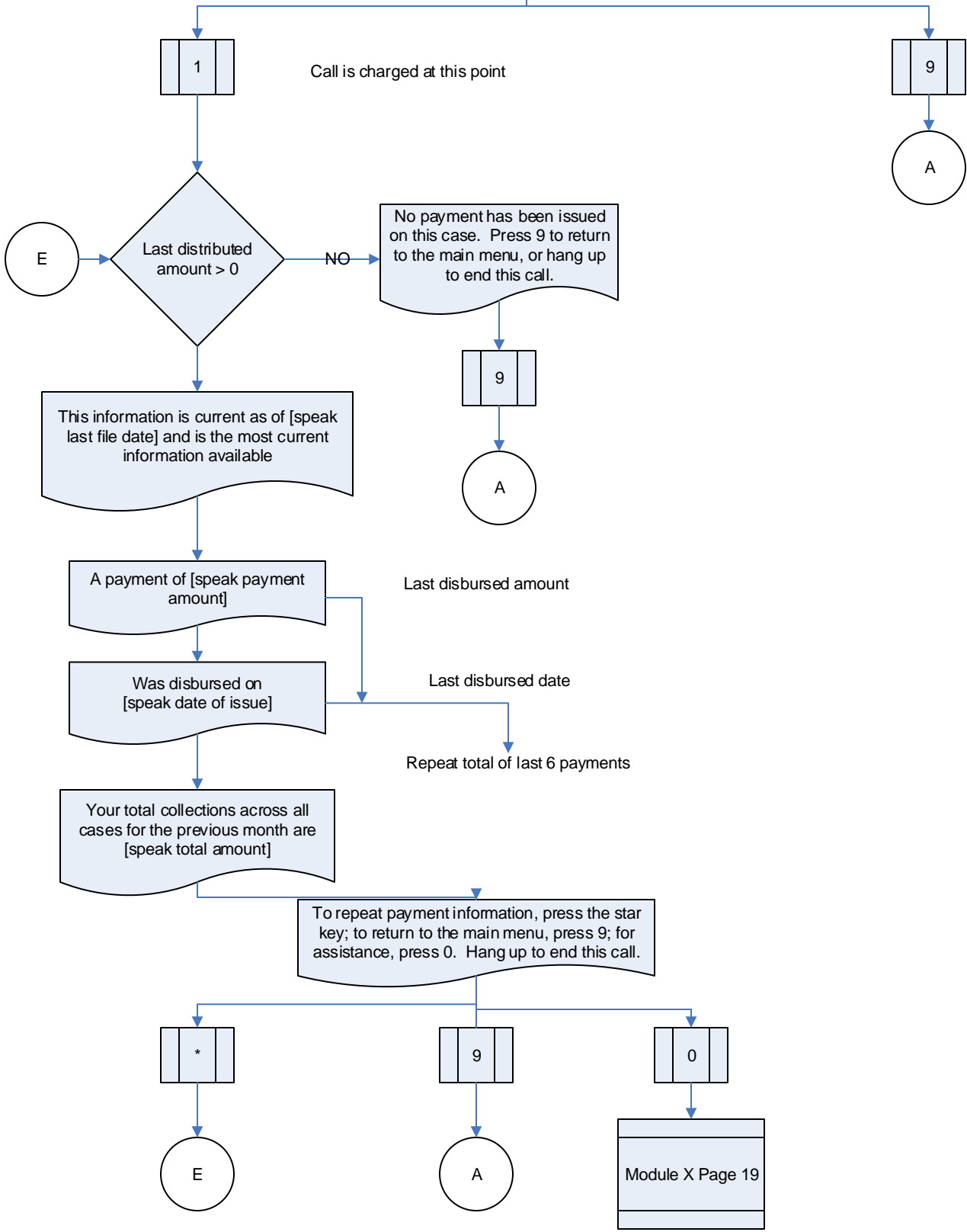


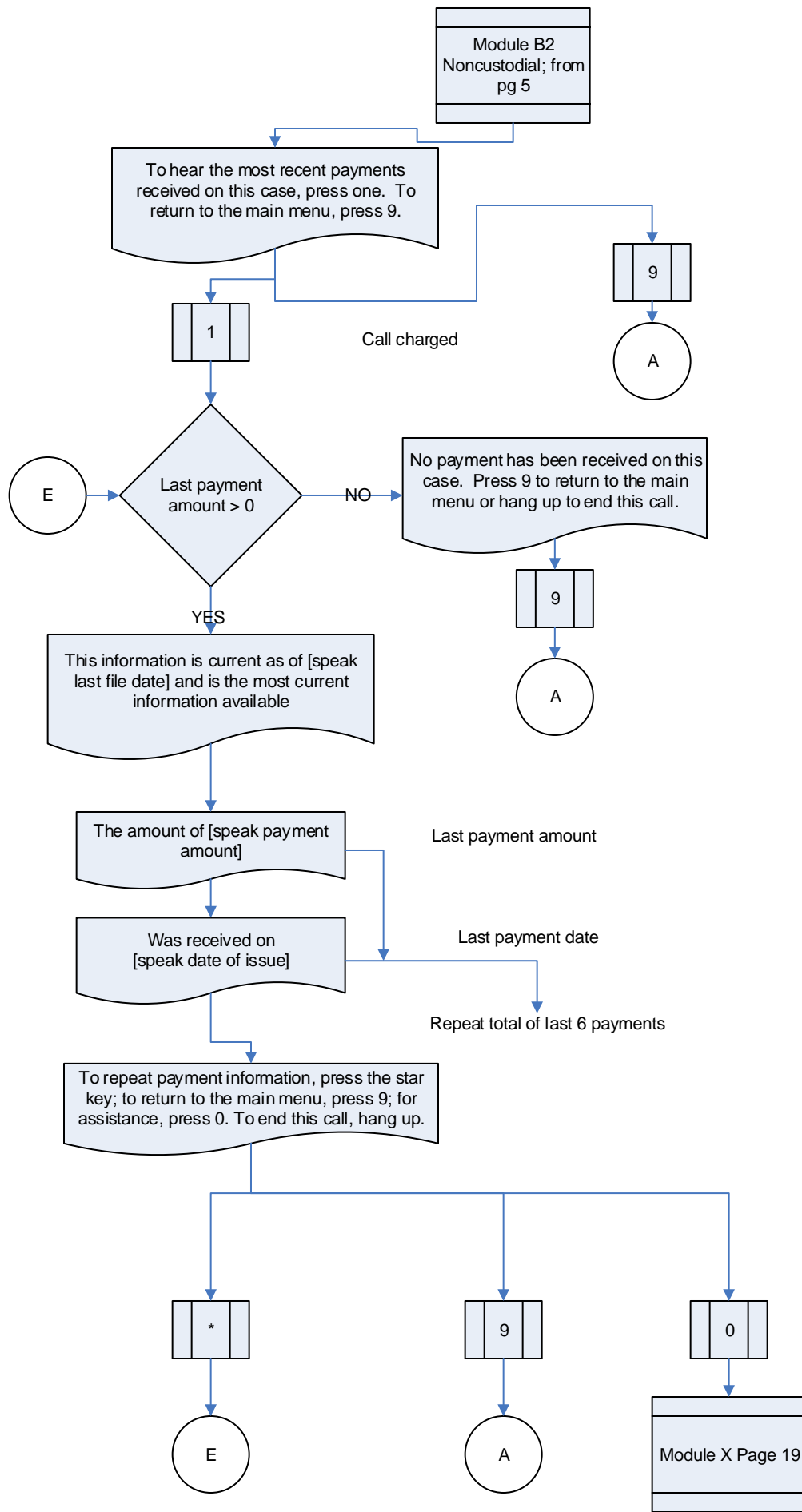


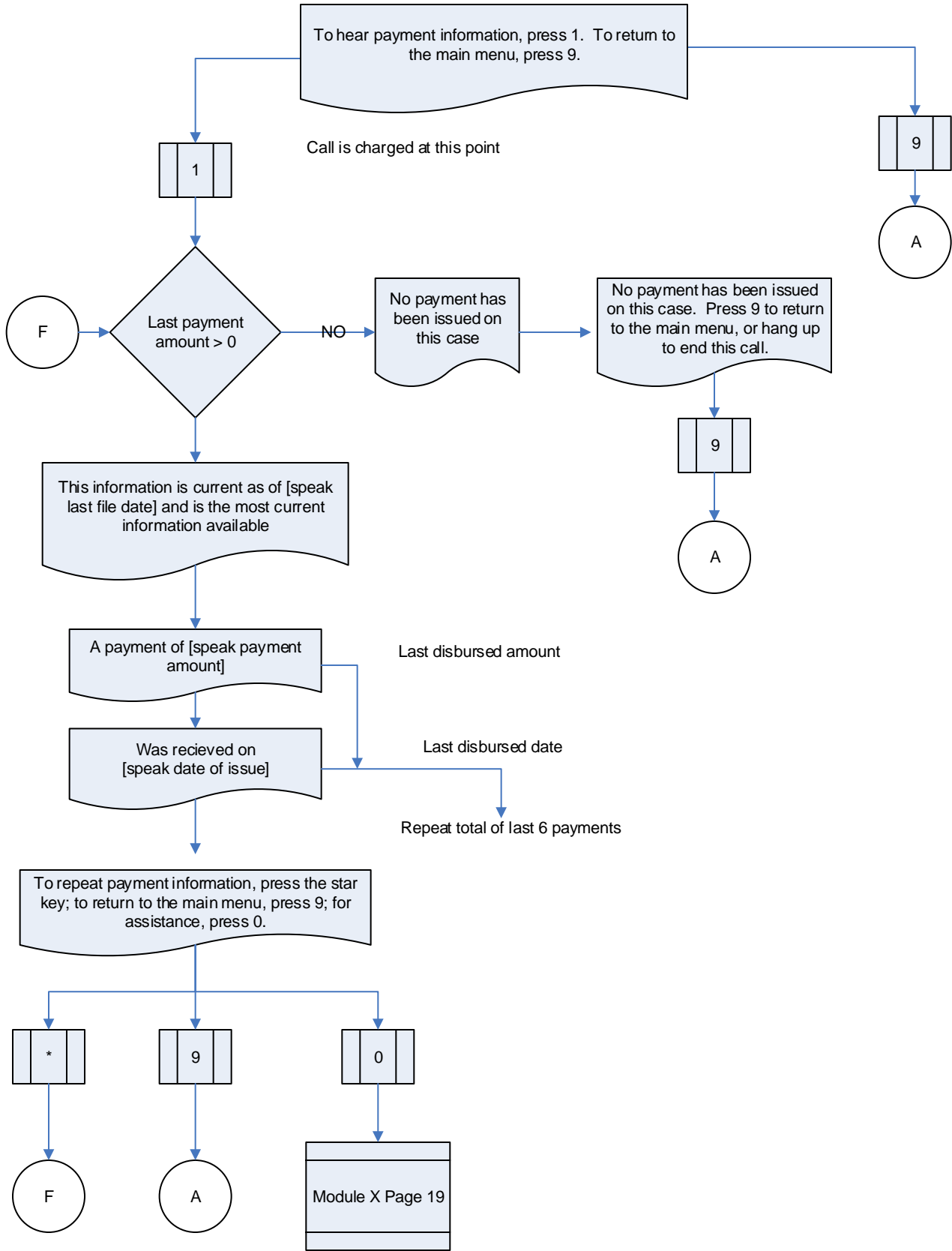


Module B  
Payment  
Information  
Continued











Module C Request Application

To hear information about the application process, press 1. To request that an application be mailed to you, press 2. To return to the main menu, press 9.

Call charged upon selection

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A

To open a case with the New Mexico Child Support Enforcement Division, you must complete, sign, and return an application form. The more information you can provide, the more successful our efforts on behalf of the children will be. Especially important are the non custodial parent's Social Security number and current or most recent employer. We will also need a copy of any court orders that mention child support for the children. If no court order exists, we can assist in establishing an order. To repeat this information, press the star key; to request that an application be mailed to you, press 2, to return to the main menu, press 9. To end this call, hang up.

G

Please answer each question slowly and completely as it is asked. At the end of each response, press the pound key to advance to the next question.

- 1) At the tone, please say and spell your first and last name.
- 2) At the tone, please say your mailing address or post office box number.
- 3) At the tone, please say your city, state, and zip code.
- 4) At the tone, please say you 10 digit daytime telephone number.

Your recorded message is: [system replays full recorded message]. To erase and re-record the message, press 1. To send the message, press the pound key.

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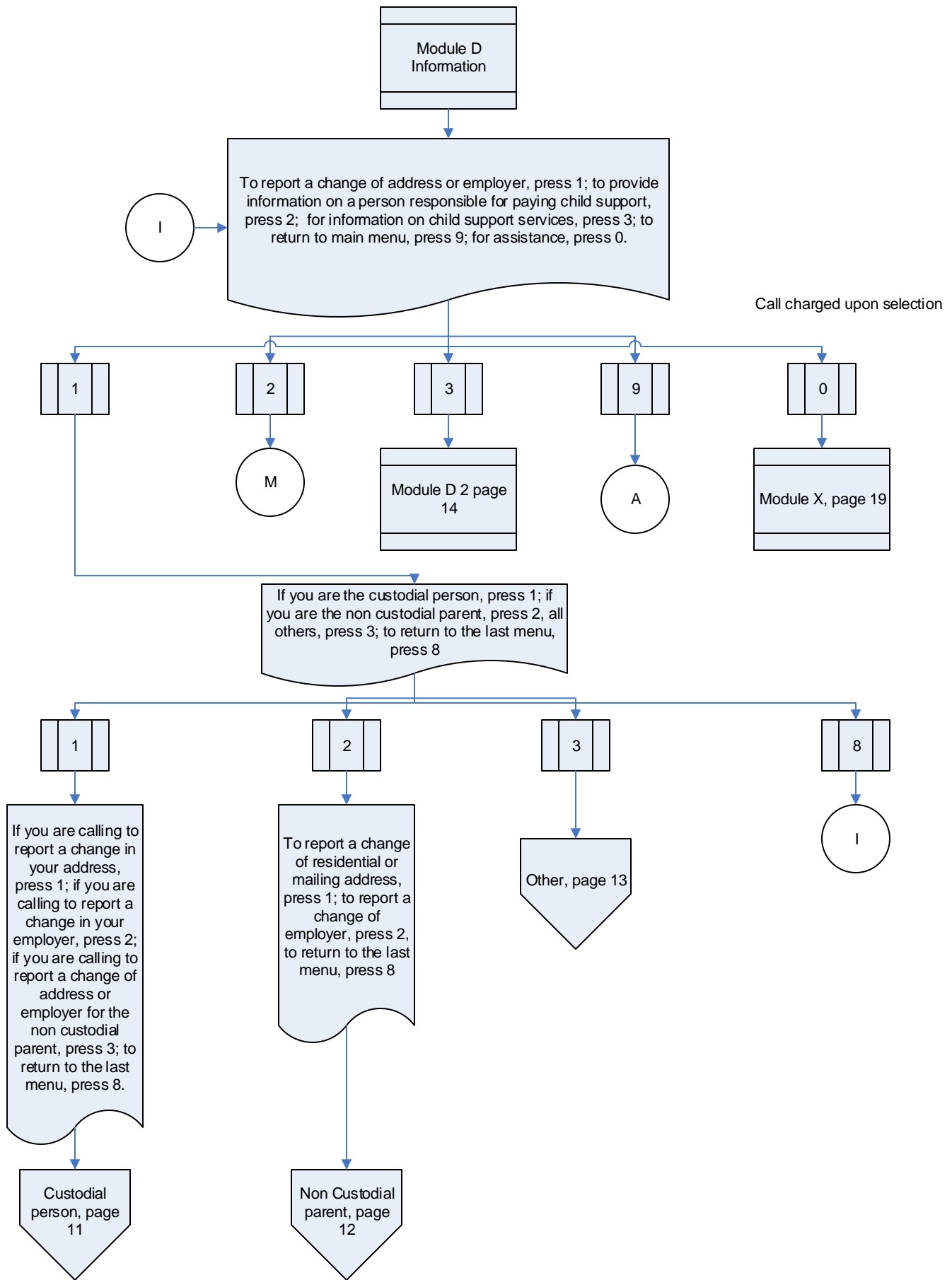
A

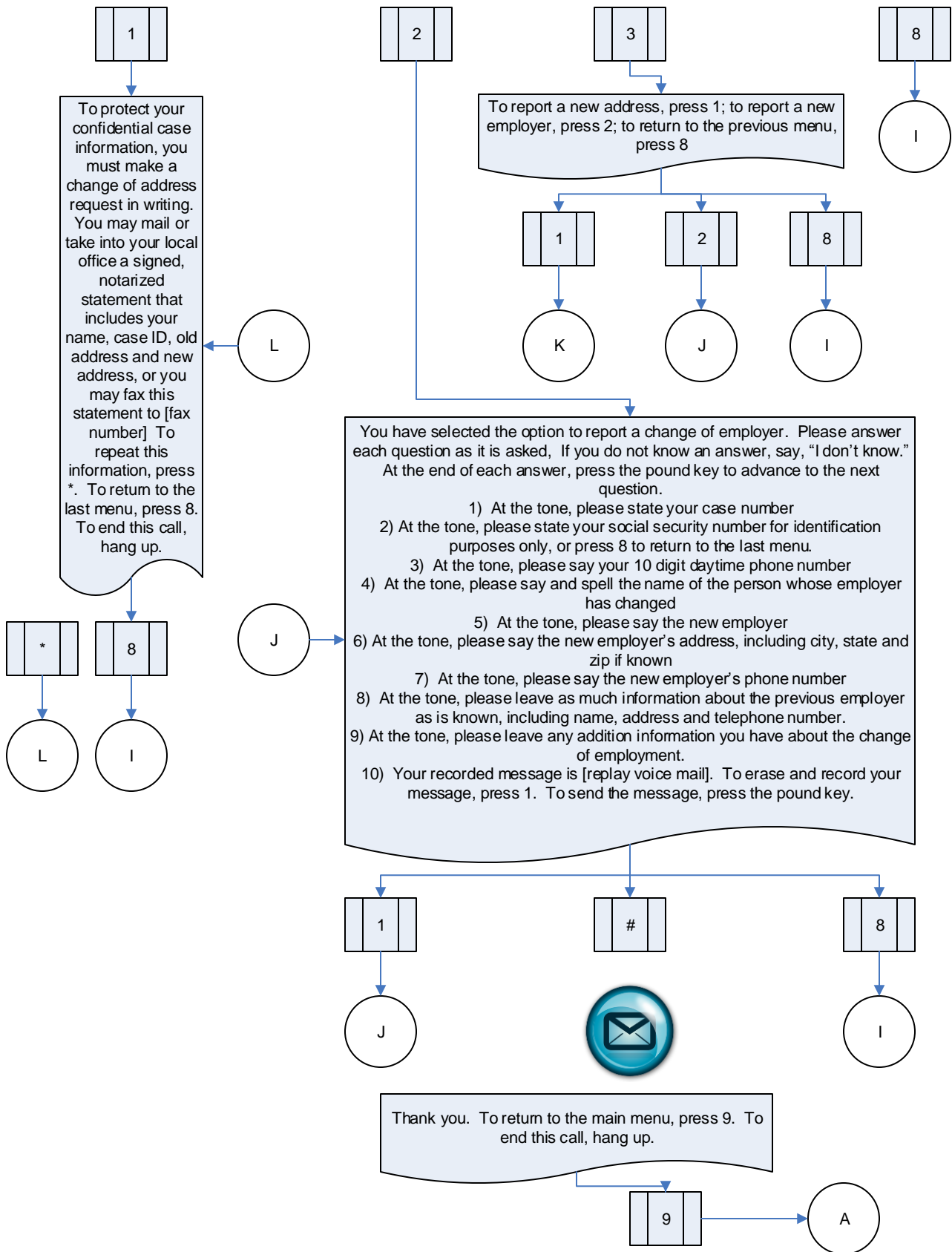
Thank you for your request. The application process is not complete until the signed application form has been returned. You will be notified at the address you provided if additional information is needed. To return to the main menu, press 9. To end this call, hang up.

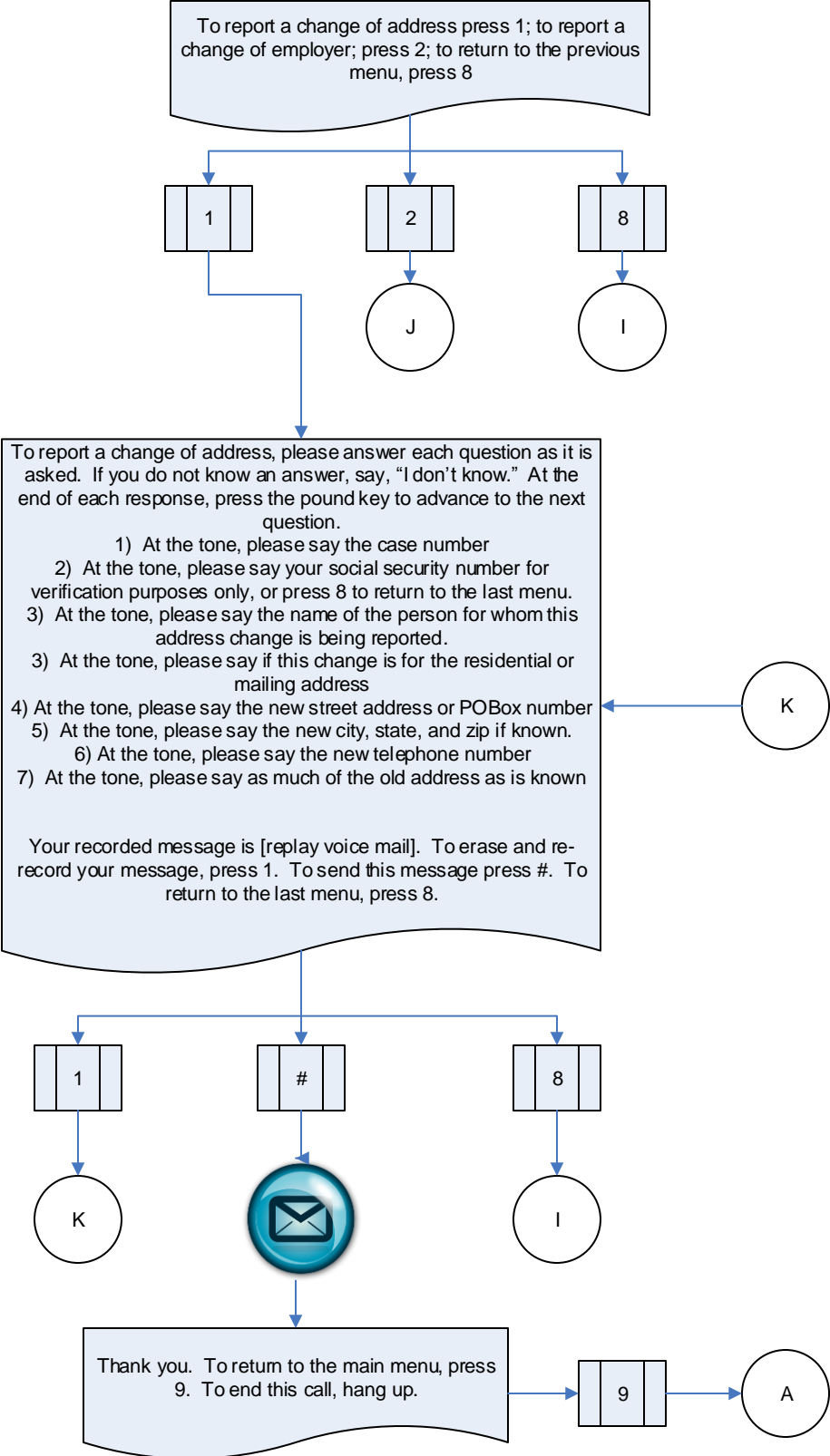


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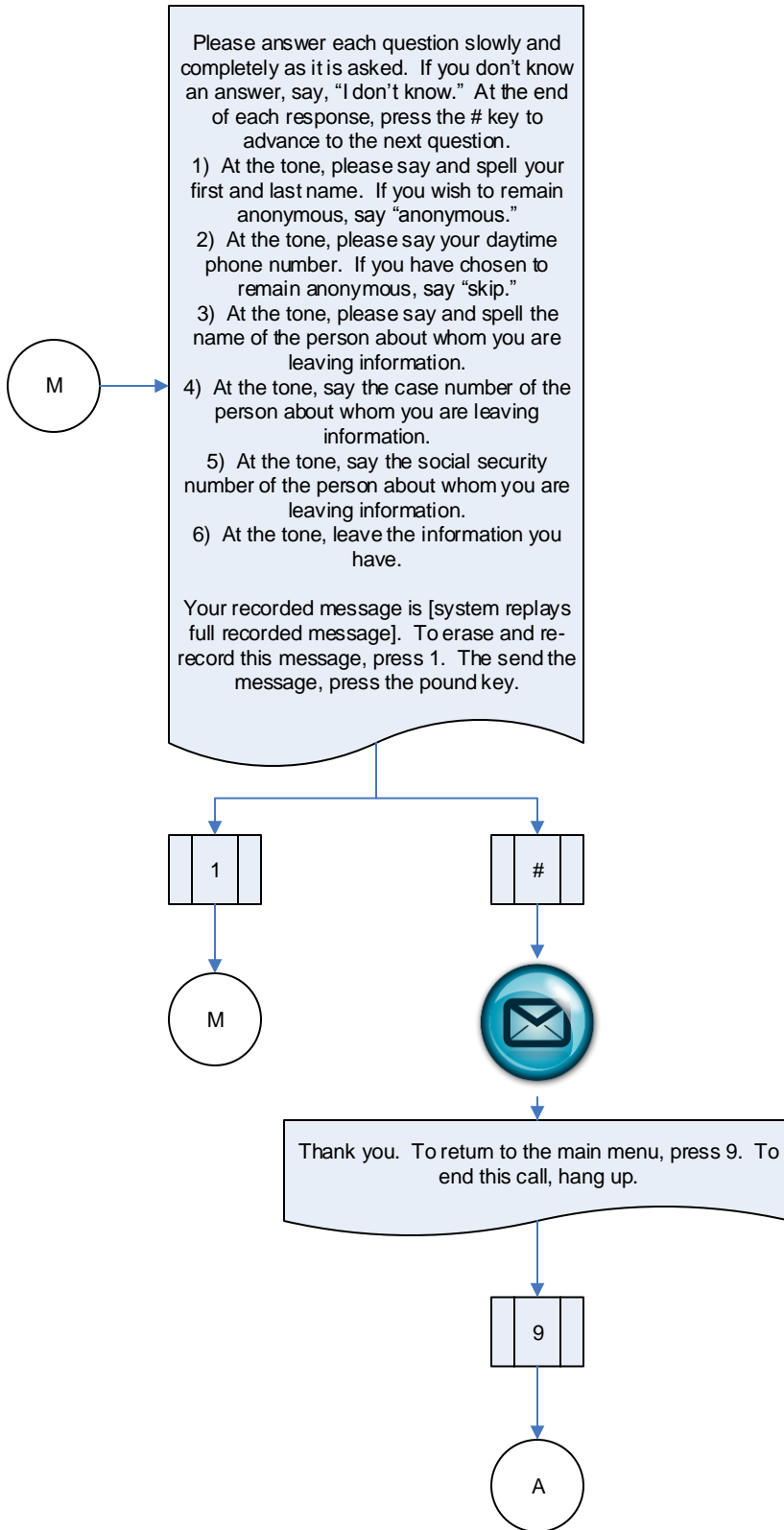




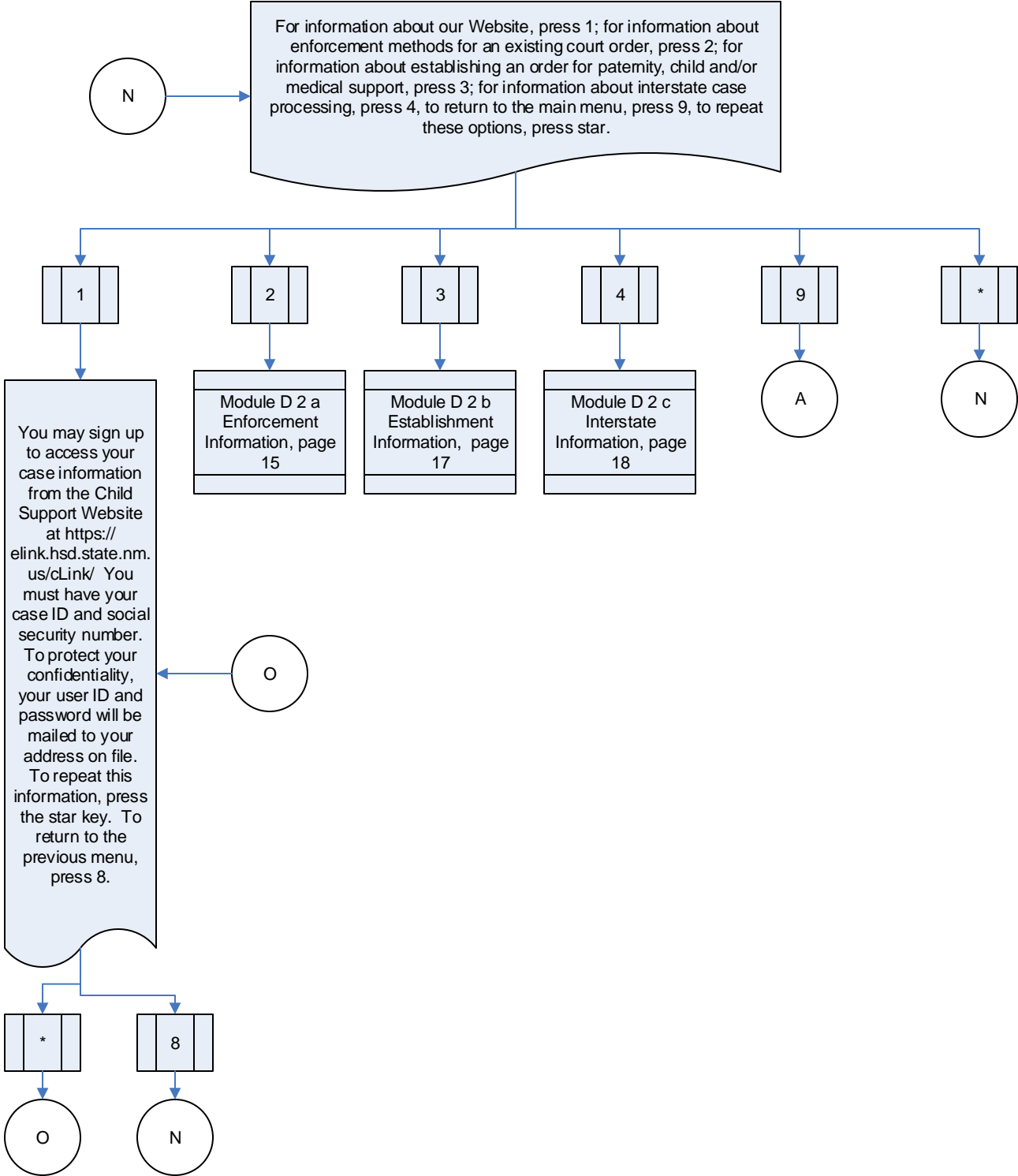


From Other, page 10

Module D  
Information



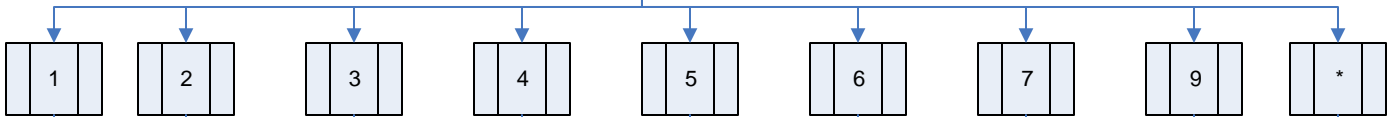
Module D 2  
Information, from  
page 10



Module D 2 a  
Enforcement  
Information, from  
page 14

Please select from the following to hear about enforcement methods that may be used when a responsible party is not complying with his or her child support court order. Actions are taken at the discretion of the Department based on case and court information. For general enforcement information, press 1. For Wage Withholding and garnishment information press 2. For Credit bureau reporting information, press 3, for court based remedies, press 4. For tax and other intercepts, press 5. For lien information, press 6, for Medical support enforcement, press 7. To return to the main menu, press 9. To repeat this menu, press star.

P



If the non-custodial person does not pay the court ordered child support, CSED has many remedies to encourage payment. Among the tools we may use are: wage withholding and garnishment; tax refund and lottery intercept; credit bureau reporting; liens; license suspension; Federal administrative payments offset; passport denial; bank account seizures; civil contempt; and, criminal non support prosecution. CSED will evaluate each case to determine the best methods to enforce the obligation. CSED may also request or perform these actions on cases where one of the parties resides in another state. To repeat this information, press the star key. To return to the previous menu, press 8.

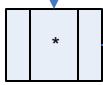
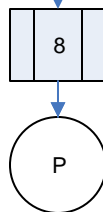
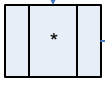
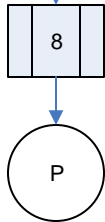
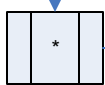
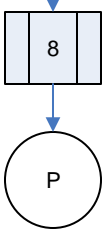
4 - 7, see  
page >>

A

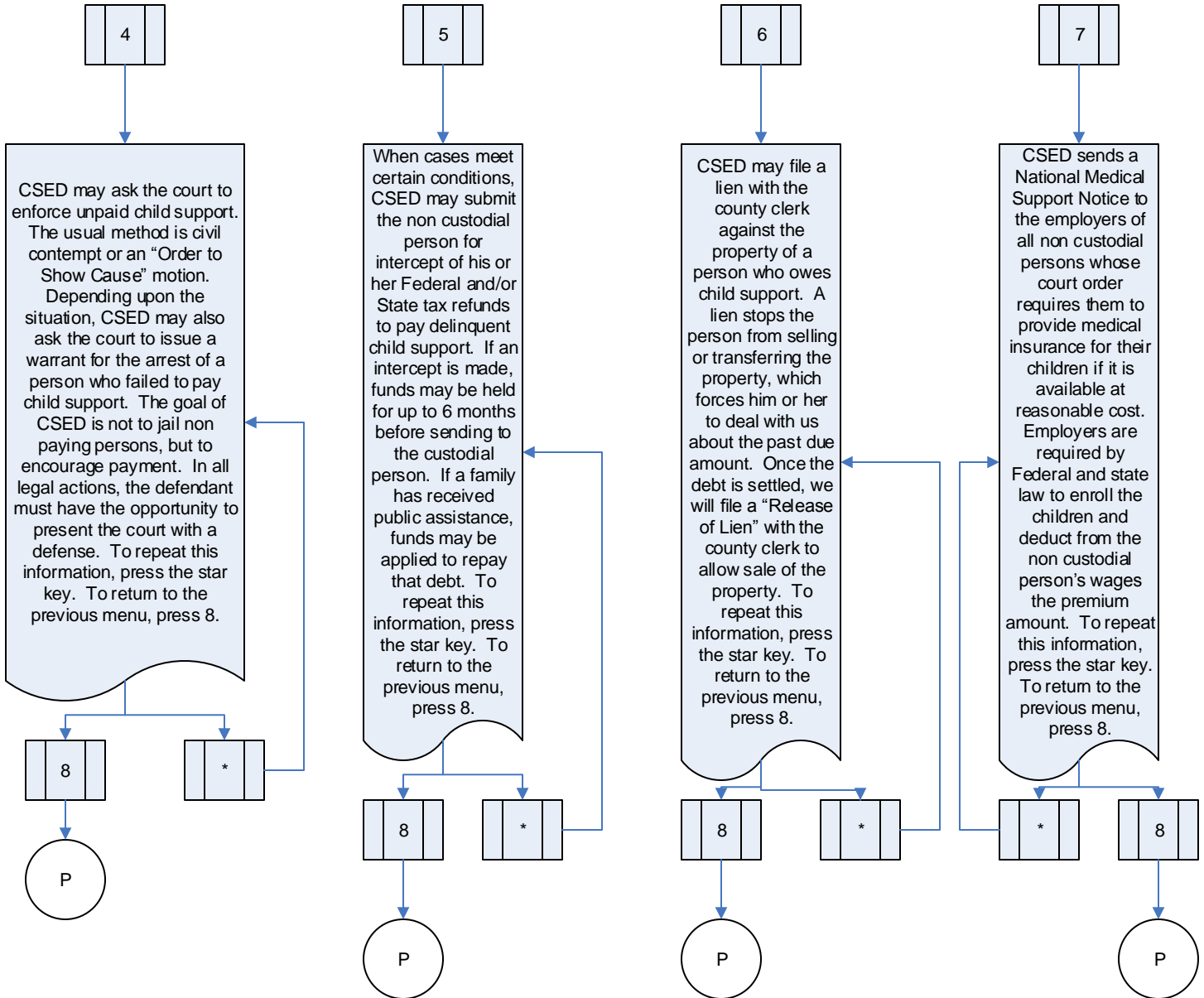
P

The most reliable way for payments to be collected is through regular withholding of child support due from the non-custodial person's wages. Most support orders enforced by CSED allow for wage withholding. We will notify the non custodial person's employer of the amount to withhold each pay period for child support. Employers send payments to CSED where they are recorded and forwarded to the custodial person or retained for reimbursement of TANF expenditures. Garnishment may be used to collect arrears only. Wages, bank accounts, most savings and investment accounts may be garnished to pay past due child support. To repeat this information, press the star key. To return to the previous menu, press 8.

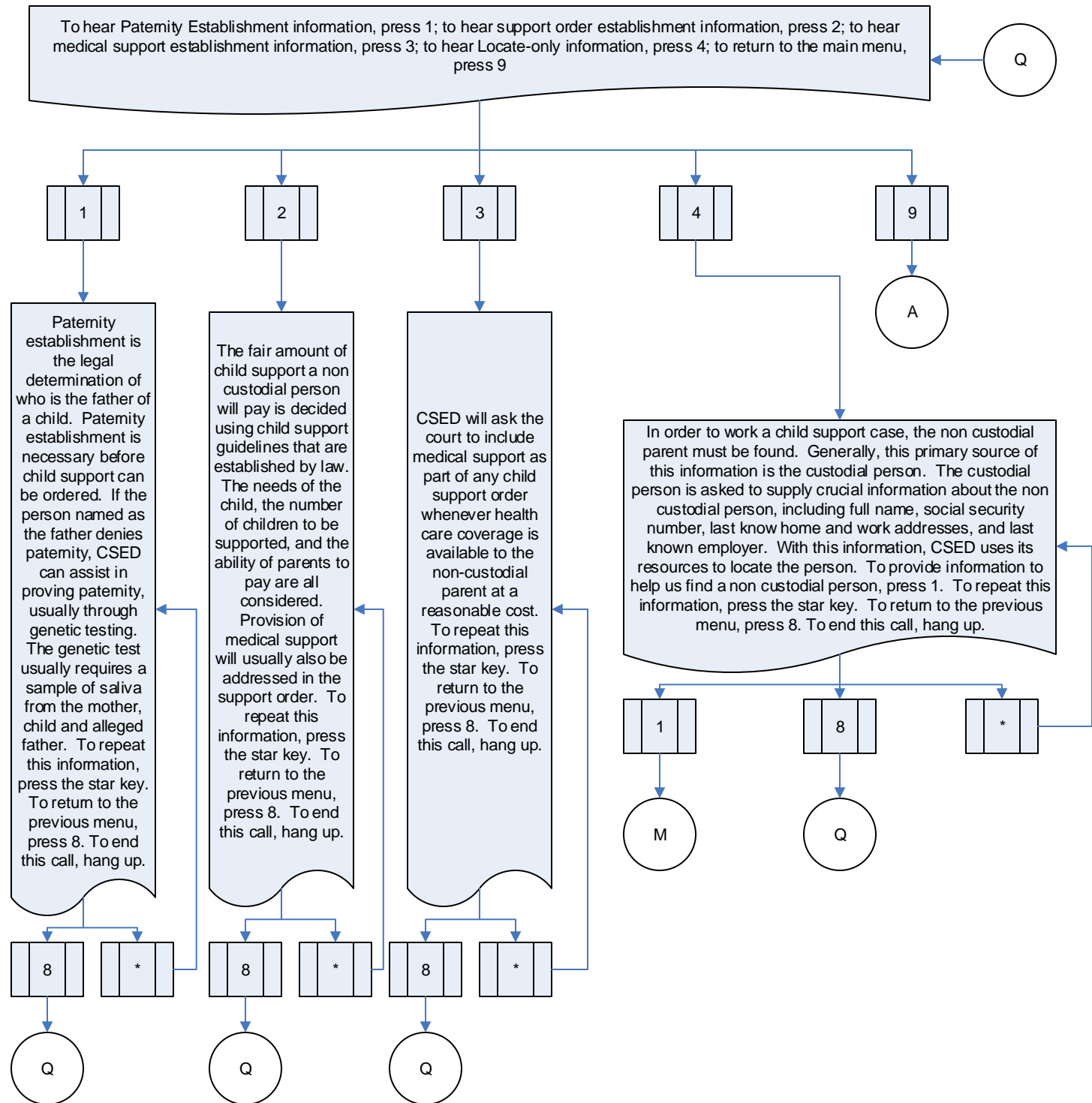
Once a child support order has been obtained and a debt identified, the non custodial person may be referred to national credit rating agencies and credit bureaus. The purpose of the referral is to discourage the non custodial person from making credit purchases that could interfere with the payment of child support. To repeat this information, press the star key. To return to the previous menu, press 8.



Options 4 – 7 from page 15







Module D 2 c  
Interstate  
Information, from  
page 14

If the non custodial person lives in another state, press 1; if the custodial person lives in another state, press 2; to return to the main menu, press 9

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If the non custodial parent lives in another state, our agency can request that the agency where that person lives to actions to establish and/or enforce child support obligations. Collection made in the other state are sent to New Mexico CSED for disbursement. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.

CSED acts on requests from other states to handle cases in which the non custodial parent resides in New Mexico. We can establish and enforce support obligations and collect ordered support on behalf of the other state. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.

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8

R

R

Module Z, Rotary phone from page 1.

You are calling from a rotary phone. At the tone, please say and spell your name, say your phone number, case number and a brief message. [Play tone, record VM, disconnect call.]

Module X, Information

Normal business hours/  
days?

NO

You have requested additional assistance during non business hours. If you are calling from within New Mexico, you may call 1-800-283-7207, or if you are calling from outside New Mexico, call 1-800-585-7631, from 8 AM to 5 PM Monday through Friday, except on State holidays, or, you may press 1 to leave a message. Press the star key to repeat this message, or press 9 to return to the main menu.

YES

Internal transfer to ACD

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S

Please answer each question slowly and completely. Press the pound key to advance to the next question.  
 1) At the tone, please say and spell your first and last name.  
 2) At the tone, please say your daytime phone number.  
 3) At the tone, please say your case number  
 4) At the tone, please leave your message.

1

S

Your recorded message is [system replays full recorded message]. To erase and re-record this message, press 1. The send the message, press the pound key.

#



Thank you. To return to the main menu, press 9. To end this call, hang up.

9

A