



Child Support Agency

407 S Second St, PO Box 517
Alma, WI 54610
www.buffalocountywi.gov/147/Child-Support
www.co.pepin.wi.us/child-support

TEL: 608/685-6314
FAX: 608/685-3342
TTY: 608/685-4433

Dear Participant:

You currently have a Non IV-D (NIVD) child support case in Buffalo or Pepin County which means that your case is not currently receiving case management services from the Child Support Agency. Our agencies are allowed to provide limited services for a fee.

Effective March 1, 2024, both Buffalo and Pepin County Child Support Agencies will charge a \$25.00 fee for the following NIVD services:

- Reconciliation of Account Records with Certification of Arrears: \$25 each year certified.
- Printed Payment History: \$25 per request.
- Certified Copy of Payment History: \$25 for each year certified.
- Creating and Sending Income Withholding Order: \$25 per order sent.
- Crediting an Account for Direct Payments: \$25 per request.

TO AVOID THESE FEES, you may apply for case management services (also known as IV-D services). You can open an IV-D case in the county your court action is filed (Buffalo or Pepin County Child Support Agency) by completing and returning the enclosed application for IV-D services (**there is not a fee to apply for IV-D services**).

OR, IF YOU DECIDE NOT TO APPLY FOR CHILD SUPPORT SERVICES, any request for the above listed services will not be performed until the fee has been received from one of the case parties. Payment can be made by cash, check, money order, debit card, credit card, or certified bank check. Our agencies work collaboratively, but payments are to be made to the county of your order and **payable to *Buffalo County Child Support Agency if your case is in Buffalo County and Pepin County Child Support Agency if your case is in Pepin County***. Please direct your questions to (608) 685-6314.

Contact phone numbers and internet addresses to assist you in obtaining information on your account:

TRUST FUND: 800-991-5530 DEBIT CARD: 877-253-3686

CHILD SUPPORT ONLINE SERVICE (CSOS): <https://csos.wisconsin.gov/login>
Buffalo County Website: <https://www.buffalocountywi.gov/147/Child-Support>
Pepin County Website: <https://www.co.pepin.wi.us/child-support>

Buffalo/Pepin County Child Support Agencies

Enclosure: Application for Child Support Services

Cc: Other Participant/Interested Party

Return This Page with Your Payment for Requested Service

Name: _____
(Please Print)

Court Case Number: _____(and/or) Pin Number _____

Last 4 digits of your SSN: XXX-XX- _____

Requested Service

| | |
|--|------------------------------------------------------------------------|
| | Creating and Sending Income Withholding Order-\$25.00 |
| | Printed Payment History-\$25.00 |
| | Certified Copy of Payment History-\$25.00 |
| | Crediting an Account for Direct Payments-\$25.00 |
| | Reconciliation of Account Record with Certification of Arrears-\$25.00 |

Amount Enclosed: \$ _____

**Any check, money order, or certified bank check must be payable to
the County in which your case is filed:**

Payable to Buffalo County Child Support for Buffalo County Case

Payable to Pepin County Child Support for Pepin County Case

Please mail your payment and this completed coupon to:

Buffalo County Child Support Agency

PO Box 517, Alma, WI 54610

Or

Pepin County Child Support Agency

PO Box 39, Durand, WI 54736

Notice: A 3% fee applies when using a debit or credit card for payment.

Internal Use Only: _____

Enter the Date/Payment Amount/Receipt Number

Fax completed form to 608-685-3342