

REQUEST FOR ACCOUNT REVIEW

NAME: _____ PHONE - HOME: _____ WORK: _____

ADDRESS: _____

SSN: # _____ ACCOUNT # _____

Auditing accounts is a time consuming process since we must review each account manually. Then if interest is an issue and your account has not been set to calculate interest automatically, we have to complete a spreadsheet to calculate that interest. In most cases after your account is audited you can get future balance amounts automatically by calling our Voice Response System at our Toll Free Number 1-(866) 244-5382 or (925) 957-7300.

IF YOU THINK AN ERROR HAS BEEN MADE ON YOUR ACCOUNT, PLEASE PROVIDE THE FOLLOWING INFORMATION TO ASSIST US IN OUR REVIEW:

1. Were there direct payments made to the custodian of the child(ren)? [] Yes [] No
Name of custodian _____
2. Were payments made to another State or County? [] Yes [] No
Name of State or County _____
3. Was a tax refund intercept not credited? [] Yes [] No
Year(s) _____ Amount(s) \$ _____
4. Was there a new court order that is not reflected on the bill? [] Yes [] No
Date of court order & county filed in _____
5. Anything else? [] Yes [] No
If so, please attach a complete written explanation.

If payments were made somewhere other than through this office, please provide us with copies of canceled checks, front and back. Include an itemized list of those payments and dates. If payments were made through another child support agency, please provide proof of payments, as explained above, or a pay record from the other agency.

If you think we have received a tax refund not shown, provide copies of any correspondence regarding the intercept.

If your court order has been modified to an amount different from what we are charging, please provide us with a copy of the modified court order, signed by a judge and filed by the County Clerk's Office. We will not accept an order that has not been signed by the judge and filed with the Clerk's Office.

REVIEWS WILL NOT BE CONDUCTED UNTIL ALL NECESSARY DOCUMENTS ARE PROVIDED.

Mail this completed form and all supporting documentation to:
Department of Child Support Services at 50 Douglas Drive, Suite #100, Martinez, CA 94553