

Custodial Test  
1901 W MADISON ST APT 00000  
PHOENIX, AZ, 85009-5287

October 11, 2024

Katie Hobbs  
Governor



Angie Rodgers  
Director

RE: CUSTODIAL TEST TEST and NONCUSTODIAL ATLAS TEST  
AZCARES No.: 001428730400

Si usted necesita asistencia con la traducción de este documento, por favor llame a la oficina y pregunte por un representante que hable español.

### Action Notification

The purpose of this notification is to inform you of actions being taken on your case, or to request information from you to assist the Division of Child Support Services (DCSS) in working your case.

- ( X ) The DCSS has been unable to contact you by phone regarding your case. Please contact the DCSS as soon as possible at (602)252-4045 (within Maricopa County), or statewide toll-free at 1-800-882-4151.
- ( ) The DCSS received your new address and updated our records on .
- ( ) The DCSS received the information we requested from you for .
- ( ) The DCSS is attempting to verify the support payor address at this time. Please contact the DCSS with any information you have regarding the support payor location.
- ( ) The DCSS has verified the support payor address.
- ( ) The DCSS is attempting to verify the support payor current employer at this time. After an employer is verified, the DCSS can proceed with issuing an Income Withholding Order to the employer.
- ( ) The DCSS has verified the support payor's current employer. A new wage assignment to withhold support for your case was issued on . The first payment should be received within the next 30 days. To inquire about payments received for your case, follow the instructions in the Contact the DCSS box at the end of this notice, and press 1 in the Main Menu; or follow the website instructions and click on "View Payment History".
- ( ) The DCSS started a review of your case for a possible court action. You should receive a questionnaire and an affidavit to complete within the next 7 to 10 days. The affidavit will require your notarized signature. Please complete both documents and return to the DCSS within ten (10) days. Follow the instructions in the Contact the DCSS box at the end of this notice and press 6 in the Main Menu to monitor your case; or follow the website instructions and click on "View Case Status".



- ( ) A review for has started on your case. You may be contacted by the DCSS if additional information is needed from you.
- ( ) Your case was referred to the Attorney General's Office on for the following court/legal action: . You may be contacted if additional information is needed from you.
- ( ) We received your request for an arrear's calculation on . You should receive a copy of the results within the next 30 days. You may also go online at [www.azecalc.gov](http://www.azecalc.gov) to run your own arrears calculation.
- ( ) A request from for copies of the following documents was made on .

Documents:

- ( ) A request for information was sent to the other state jurisdiction on regarding your case. Please allow 30 days for a response.
- ( ) Additional Comments:

**Contact the DCSS Customer Service by phone: 602-252-4045 within Maricopa County) or statewide toll free at 1- 800-882-4151.** You will be asked to enter your case number, your 6-digit PIN and confirm your address. You will then have access to the Main Menu. Press an option number. **Contact the DCSS by e-mail: (DCSS Website) [www.azdes.gov/dcse](http://www.azdes.gov/dcse).** Click on "My Case Information", enter your case number and your 6-digit PIN. Click on any of the options in the blue menu shown on the left of the page.

For 24-hour automated payment information, follow the instructions in the Contact the DCSS box, and press 1 in the Main Menu; or follow the website instructions and click on "View Payment History". Customer Service Agents are available to assist you when you call, Monday - Friday, 8:00 a.m. to 5:00 p.m., except on State holidays. You may also follow the website instructions and click on "Contact Us" to send an e-mail to the DCSS and monitor for the response. For hearing impaired TDD, (602)265-2391

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Child Support Services at (602) 252-4045; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local.

