

Navigating the Voice Response System (VRS) **(207) 624-7830 or (800) 371-7179 (Maine only)**

You will need your:

SSN and 4-Digit DSER PIN number

If you don't know your PIN, wait a few seconds after calling and you will get a chance for a new one

For information on Collections and Disbursements Press 1, then:

Submenu: Press 1 if you have questions about an individual transaction
Press 2 if you would like a summary of recent transactions
Press 3 to report a missing, lost or stolen payment
Within this submenu:
Press 1 for a missing Direct Deposit
Press 2 for a missing, lost or stolen check
Press 4 to access another of your cases

For Other Case Options Press 2, then:

Submenu: Press 1 to provide information about the Non-Custodial Parent
Press 2 to request a review of your child support order
Press 3 to request financial records
Within this submenu:
Press 1 for a record of collections on your case
Press 2 for a record of what has been disbursed to you
Press 3 to request both collections and disbursements

To Change your Mailing Address or Phone Number Press 3

For Direct Deposit Press 4, then:

Submenu: Press 1 to sign up for direct deposit of your child support
Press 2 to change your direct deposit settings
Press 3 to stop direct deposit
Press 4 to hear the status of your direct deposit

For General Information Press 5, then:

Submenu: Press 1 for an explanation of disbursements
Press 2 for an explanation of TANF
Press 3 for all other Options

Press 0 to speak with a Customer Service Representative (between the hours of 10:00 A.M. and 3:00 P.M.) if you still have questions not addressed in the automated system. If the purpose of your call can be addressed through the automated system, the Representative will reconnect you to the VRS.