



Questions If You're Already Enrolled

Questions about changes in financial circumstances

Can you help me recover unpaid child support arrears, or child support payments that stopped and are owed to me?

No, we are not able to retroactively adjust support or reduce amounts that were payable in the past. You must return to court. Contact your legal representative for assistance.

I lost my job. Can the service adjust my child support from the date I lost my job?

No, we recalculate annually based on the anniversary date of your order or agreement, using your previous year's income from your Notice of Assessment or Reassessment. If you need to retroactively adjust your support to reflect your current income, you must return to court. Contact your legal representative for assistance.

I recently changed jobs and don't make as much. Can the service change my child support amount immediately?

No, we recalculate annually based on the anniversary date of your order or agreement, using your previous year's income from your Notice of Assessment or Reassessment. If you need to retroactively adjust your support to reflect your current income, you must return to court. Contact your legal representative for assistance.

Questions about changes to your court order or agreement

I am enrolled in the service and waiting for a new court order, what do I do?

If you're already enrolled in the service, you must notify us by phone at 1-833-224-2225 or email at recalc@gnb.ca and keep us informed. Depending on the status of your file, we will need to assess your situation and determine next steps.

I am enrolled in the service and have received a new court order or agreement, what do I do?

If you're already enrolled in the service, you must notify us by phone at 1-833-224-2225 or email at recalc@gnb.ca and keep us informed. Depending on the status of your file, we will need to assess your situation and determine next steps.

Questions about keeping us updated with changes

How do I change contact information for the other party or myself?

You must notify us of the change by phone at 1-833-224-2225 or by email at recalc@gnb.ca.

Questions about privacy

Who may have access to my personal information and how do you protect my privacy once I'm enrolled in the service?

Please refer to the Privacy Policy:

All Child Support Recalculation Service (CSRS) team members are required to take an oath of confidentiality and are made aware upon hiring, of the confidentiality section in the *Family Law Act*, and the penalties contained in that section.

These safeguards are in place to protect the privacy of recipients and paying parties, and to ensure that any information acquired by the CSRS is kept confidential and used only for recalculation of child support orders.

The disclosure of information from CSRS case files is covered by the *Family Law Act*, which operates 'notwithstanding the *Right to Information and Protection of Privacy Act*. The collection and use of all personal information require reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure, or disposal of personal information.

Questions about deeming income

What does it mean to deem income?

Deeming income is the process of recalculating income for parties who have failed to provide their actual income information. The service has the authority to increase income between 10% to 30% for the purpose of recalculating support.

If income is required from both parents, can you deem income for each of us if the income information is not provided?

Yes, in this situation, we will deem the income for both parties in the same year.

Questions about objecting to your recalculation

I don't agree with the new payment amount shown on my Recalculation Decision, what are my options?

You have 30 days from the date in the recalculation decision to object by applying to the court to vary, suspend or terminate your child support order.

How do I object to a Recalculation Decision?


To object, you must apply to the court within 30 days from your recalculation date, and:

- attach a copy of the recalculation decision to your court application
- send us a copy of your court application
- unless you file an application with the court within 30 days, the decision will automatically come into effect on the 31st day.

You can contact your legal representative for assistance or find more information on how to change a child support order on FamilyLawNB.ca.


How to contact us


If you still have questions:

 **Toll-free:** 1-833-224-2225

 **Email:** recalc@gnb.ca

For privacy reasons, we can answer general questions by email but are limited in the personal information we share in an email

 Child Support Recalculation Service
P.O. Box 6000
Fredericton New Brunswick E3B 5H1

 **Fax:** 506-453-2234

 gnb.ca/recalculation