



Questions If You're Not Yet Enrolled

Questions about the service

Who may apply?

You can apply for this service if you are either the recipient of support or the paying party. Both you and the other party must be residents of New Brunswick and your court order or agreement for child support must have been made in Canada.

What if you or the other party lives outside New Brunswick?

We are unable to do child support recalculations for a person who lives outside of New Brunswick.

What if I don't have the other party's contact information?

To enroll you in the service, we require contact information for the other party. To do this, we must be able to send them a Notice of Enrollment and confirm that they have received it.

If you are unsure of their location and still wish to apply, provide as much last known information as you can on the application. We will do our best to use the trace and locate mechanisms available to us to identify their current location.

However, if we are unable to locate them, we won't be able to complete the enrollment process or recalculate your child support, so we will have to close your file. If you learn of their contact information at a later date, you can reapply using the same Child Support Recalculation Service (CSRS) file number that we originally provided to you.

Is my court order or agreement eligible for this service?

If your court order or agreement is more than one year old, you can apply or reapply at any time. If this is the first time you're applying, and your order or agreement is less than one year old, the earliest you can apply is 120 days before your first anniversary date.

Will the Child Support Recalculation Service adjust my child support amount up or down?

Yes. Recalculated child support payments are based on the party's previous year's income and will be adjusted (up or down) based on the amounts listed in the Child Support Guidelines.

We will not adjust support if the change is less than \$5.00.

To see what your child support amount is likely to be according to the Guidelines, use the Child Support Calculator.

Once I'm enrolled and you've done my recalculation, do I need to apply each year?

No, once you're enrolled, we will automatically recalculate your child support each year on the anniversary date of your order or agreement using the previous year's income of one or both parties. If you obtain a new court order or agreement, you will need to send it to us. We will assess if the new order is eligible, and if it is, use it to make that recalculation in the future.

Can I withdraw from the Child Support Recalculation Service?

Yes. Both parties must consent to withdraw. Contact the CSRS for more details.

Questions about the application process

Who is eligible for this service?

You can determine if you're eligible to apply by reading **Are you eligible to apply?** on the website at gnb.ca/recalculation.

How long will it take to receive notice that I'm enrolled?

If we determine you are eligible, we will mail you a Notice of Enrollment shortly after we receive your application.

To help us process your application as quickly as possible, provide us with a completed application form along with the required documents and respond promptly with additional information if we request it. For more information on what to expect, see **What happens after you apply** on the website at gnb.ca/recalculation.

Does the other party have access to my personal and financial information if I apply to this service?

If we determine you are eligible, we will mail you a Notice of Enrollment shortly after we receive your application.

To help us process your application as quickly as possible, provide us with a completed application form along with the required documents and respond promptly with additional information if we request it. For more information on what to expect, see **What happens after you apply** on the website at gnb.ca/recalculation.

What happens if the paying party (or me) does not provide the requested financial information?

We will send the request for financial information by mail with your Notice of Enrollment in the service. If we're able to confirm that the other party has received their Notice, they will have a set time to provide their financial information to us. If we don't receive the financial information we need, we will determine if you are eligible for us to deem their income. If we determine that deeming income is possible and necessary, we will do your recalculation based on the deemed income.

How do you handle my file if I identify that there has been a history of family violence on my application?

If you report on your application, or when speaking with us, that there has been a history of family violence, we will add a flag to your file. This way, anyone you speak with at CSRS will be aware that your case needs some special consideration. For example, we might notify you prior to sending notices to the other party.

Any relevant information you can share with us is helpful. For example, you might want us to note an experience you had with the other party, a legal order or directive that's in place, or a legal matter that is active. If you choose to update us about your situation over time, we will update your file with the new information.

What you report to us is confidential and we will not share what you report with the other party. We will keep your situation in mind as we work with both you and the other party in a professional manner.

How can I check the status of my application?

To check the status of your application, please contact us by phone at 1-833-224-2225, email at recalc@gnb.ca or fax us at 506-453-2234. For privacy reasons, we can only answer general questions by email.

How will I receive my Child Support Recalculation Service file number?

You will receive your CSRS file number with your Notice of Enrollment that you will use whenever communicating with CSRS.

Questions about your order or agreement, and the children

[My court order or agreement for child support was made outside Canada, am I eligible to apply?](#)

No. If your court order or agreement was made in another country, you are not eligible to apply. Visit the following website from Justice Canada for information on calculating support if the other parent lives in another country: <https://www.justice.gc.ca/eng/fl-df/child-enfant/country-pays.html>

[My court order or agreement was made in another province or territory in Canada, am I eligible to apply?](#)

Yes. As long as both you and the other party currently reside in New Brunswick, your non-NB order is registered in New Brunswick, and you meet other eligibility criteria, we are able to recalculate. See **Are you eligible to apply** at gnb.ca/recalculate

[What is the anniversary date of my court order, or agreement filed with the court?](#)

If you have an order, your anniversary date is the date the judge signed it. If you have an agreement, the anniversary date is the date the parties signed. If there's no date shown, it's the date your agreement was filed with the court.

[I have children not mentioned in my court order or agreement, can you recalculate support for them at the same time?](#)

No. We can only make recalculations for the children mentioned in an existing court order or agreement that you send us.

[I have three children mentioned in my court order, but I only want the Child Support Recalculation Service to recalculate for two, how do I do this?](#)

When completing the Application form, you are asked to indicate if you are expecting recalculation for each child listed.

After you are enrolled and you wish CSRS to recalculate for fewer children that are mentioned in your court order, contact us so we can send you a consent form to sign and return it to us.

Questions about the financial information we require

[Whose financial information do you need?](#)

That depends on what's in your court order or agreement filed with the court. If your order or agreement uses both of your incomes to calculate child support, then we require the Notice of Assessment or Reassessment from the previous year from both of you as well a completed Income Questionnaire. This might occur if you have a split-parenting arrangement between you and the other party, or if you share proportionate payments toward special expenses.

If your order or agreement only uses the paying party's income to calculate support payments, then we only require their financial information.

[How will I send you financial information?](#)

You can send us your application, with the required attachments by mail, email, or fax. Refer to **How to Contact Us** on Page 4.

[Can I apply if either myself or the other party is self-employed?](#)

If income is primarily based on self-employment, we aren't able to do a recalculation. However, if self-employment income is minimal (20% or less of the total income) and is in addition to full-time income, we may be able to recalculate.

[What if the income information is not provided? Can you still recalculate?](#)

Yes, we have the authority to deem income if the information is not provided. Refer to Questions on deeming income.

When will my recalculated payment amounts start?

As every case will be different, your recalculated support amount and start date will be indicated in your recalculation decision.

Questions about the Office of Support Enforcement (OSE)


Will my recalculated child support be automatically registered with the Office of Support Enforcement (OSE)?

Yes, if you are enrolled. As Recalculation Decisions have the same force and effect as a court order, we forward all Recalculation Decisions to the OSE. They will then update their records and proceed to monitor and enforce the recalculated terms.

You can contact the OSE at 1-844-673-4499 or their website at www.gnb.ca/ose for more information.


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