



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

October 31, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Service Fee Increase For Electronic Child Support Payments

REQUIRED ACTION: ☒ Information Only	☐ Action Needed
☐ Time Sensitive Action Needed	☐ Immediate Action

Effective November 4, 2025, the service fee for child support payments made using Apple Pay, Google Pay, PayPal, Venmo, credit cards, or debit cards will increase from 2.50% to 2.95%.

Information regarding the fee increase will be updated in the Smart e-Pay Brochure and in the electronic payment sections of the following websites:

- <https://ncchildsupport.ncdhhs.gov>
- <https://nc.smartchildsupport.com>

If you have any questions or need additional information, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or contact your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
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