

JOSH STEIN • Governor

DEVDUTTA 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: (X) 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
- <a href="https://nc.smartchildsupport.com">https://nc.smartchildsupport.com</a>

If you have any questions or need additional information, please contact the Policy and Training Unit at <a href="mailto:csetraining@dhhs.nc.gov">csetraining@dhhs.nc.gov</a> or contact your Continuous Quality Improvement Specialist.

Sincerely,

Verna Donnelly

North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists

Verna Donnelly

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