

## Registering a Support Order or Domestic Contract

When the Family Responsibility Office (FRO) registers a support order, it gives us the legal authority and responsibility to collect and enforce the support payments outlined in the order.

### What is a support order?

A support order is a court order that requires you to pay money toward the support or maintenance of a child or spouse. It also includes a domestic contract.

### What is a domestic contract?

A domestic contract is a legal document in which the support payor and support recipient have agreed on the amount of support to be paid.

### How do I register a support order with FRO?

You don't have to do anything. Every support order and support deduction order made in an Ontario court is automatically sent to our office for registration.

### What is a support deduction order?

A support deduction order authorizes FRO to send a support deduction notice to the payor's employer or other income source. This notice directs the employer/income source to deduct support payments from the payor's income and send them to us.

### How does FRO register a domestic contract?

For us to register a domestic contract, you must:

1. File the contract with the Ontario Court of Justice or Superior Court of Justice (Family Court) along with an Affidavit for Filing.
2. Mail FRO copies of:
  - the domestic contract
  - the Affidavit for Filing, and
  - a completed registration package.

## What happens after FRO registers the support order or domestic contract?

After we register an order or contract, we send a letter to both the support payor and support recipient. We will issue you a seven-digit case number. It always starts with zero. You will need this seven-digit case number each time you call our office, send us a letter or make a payment.

The support recipient will also receive a registration package. Please complete the forms in this package and return them to our office as soon as possible. We use the information to update your file and help enforce support. The information you provide is confidential.

## Your Personal Identification Number (PIN)

About two weeks after we register your case, we'll send you a Personal Identification Number. Please keep it confidential. Do not include your PIN in any correspondence with our office.

Your PIN and seven-digit case number allow you to:

- speak directly to your agent about your case
- get secure access to information about your case
- get information from the automated information line, and
- access all of our services.

Without your PIN and seven-digit case number you will not be able to speak with an agent or get automated information.

## What happens next?

Once we receive the completed registration package we start:

- collecting support payments from the payor, and
- sending the payments to the support recipient.

## What other information does FRO need?

To enforce support orders, we need accurate and up-to-date information.

Tell us immediately if:

- There are any changes to a court order, or if the support obligations change or end.
- The recipient receives a payment directly from the payor. The payor must make all support payments through our office when a case is filed with us.
- The recipient or payor move or change their telephone number(s).
- The recipient or payor change their name. You must send us proof of the name change (such as a birth or marriage certificate, sworn affidavit or a court order).
- There are support arrears owing at the time of registration. The support recipient must file a Statement of Arrears form for any support payments not received before a case is registered. This will ensure we collect any outstanding arrears owed before the date the case was registered.

## Can I withdraw my case from FRO?

Yes. However, both the payor and the recipient must agree in writing to withdraw. To do this they must send us a completed Notice of Withdrawal form. The form is available on our website at [www.ontario.ca/FRO](http://www.ontario.ca/FRO).

- If the case is in arrears, the recipient may withdraw without the payor's consent.
- If the support order is assigned to a social assistance program (such as Ontario Works or the Ontario Disability Support Program), your caseworker must also agree to withdraw.
- If the payor owes arrears to the social assistance program, the payor and the recipient may withdraw but we will continue to enforce for support owed.

We will charge both the payor and the recipient a fee of \$50 if either of them wants to re-open the case and re-register with us at a later date.

## Where can I get more information?

Visit our website: [www.ontario.ca/FRO](http://www.ontario.ca/FRO).

Call our 24-hour automated information line for recent transactions on your case:

- 416-326-1818
- 1-800-267-7263 (toll-free)

Contact our call centre Monday through Friday between 8 a.m. and 5 p.m. EST:

- 416-326-1817
- 1-800-267-4330 (toll-free)

TTY:

- 416-240-2414
- 1-866-545-0083 (toll-free)