Change - Contact Details

The purpose of this procedure is to guide you through receiving a request from a customer to change their contact details and how to update them.

This process will be completed by caseworkers in the owning segment

A change to contact details can be requested at any time during the life of a case. Contact details include, telephone numbers, fax numbers and email addresses.

Clients can also report changes in personal details and manage their account quickly and easily with the Child Maintenance Service's safe and secure self service website. Clients can log on any time to check when their next payment is due, view payment history, make a payment or update information about their account.
For further information, refer to Client Self Service.

If a client requests a change of circumstances via the Self Service Portal, you will receive an SR generated by the client. The source will show as 'PWC (Self Service) or "NRP (Self Service)". This SR must be completed in the same way as those where the client has reported the change over the phone or by letter.

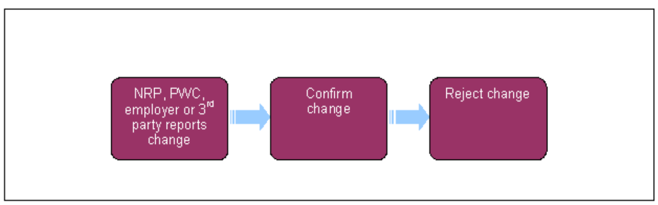
If you receive an SR which has been generated via the Self Service Portal, this process will start from **Step 2**. Note that all Self Service SR's must be actioned within 24 hours.

The Child Maintenance Group (CMG) can be told of contact detail changes from the receiving parent, paying parent, other party, employer, Customer Information Service (CIS) and other third parties.

If the client wishes to opt in or opt out of the Short Message Service (SMS) text service or to amend any special requirement the caseworker will use this procedure to complete the change. For more information on the SMS text service refer to SMS Text.

The service request Activity Plan which is created along with the service request (SR) will show you information required to complete this process.

For more information refer to the Policy, Law and Decision Making Guidance



When speaking to clients always use the new terminology - For more information refer to the Terminology Changes.

This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Paying parent or receiving parent reports change to contact details

1. When a client reports a change of contact details, create the following service request (SR):
   - **Process = CofC**
   - **Area = Change Personal Info**
   - **Sub Area = Change Contact/Security Info**

   The **Source** is the person who is reporting the change in the **Last Name** and **First Name** fields of the SR, from the **Source** dropdown select their role on the case e.g. NRP or PWC.

   In the **CoC More Info** tab enter the details of the person that the change relates to in the **Subject Details** field and select their role from the **Subject Type** dropdown e.g. NRP or PWC.

   The subject and source fields will need to be completed before you can change the status to **In Progress** and complete the steps in the activity plan.

   Note that when the information is received from the employer you will need to raise the CofC SR against the case, leaving the last name field blank in the SR box and enter the employer as the source.

2. Select **Contact Details** in the outcome field of the activity plan and record the change the client wishes to make. Select the activity **Outcome**, then change the SR **Sub Status** to **Contact Details**.

The system uses the mobile number field to send SMS messages if the client is opted in. If the client has a mobile number ensure it is recorded in the correct field. This field should only be used to record mobile numbers.

3. Select the **CoC More Info** tab if this isn't already displayed. Record the new contact details under **Subject New Contact/Security Details:**
   - To update a home, mobile, work and/or fax telephone number.
   - To update an client email address.
   - To remove a contact number that is incorrect, delete the details and leave the field blank, this will remove the number upon saving.
   - Where the client wishes to opt in or opt out of the SMS text service, tick or untick the **SMS Text (opt out)** box. When the box is ticked this means the client won't receive text messages. If there isn't a mobile number or a mobile number is being removed without being replaced, ensure that the SMS text box is ticked. This will prevent errors generating.
   - Where a client wishes to update their language choice, select the correct language within the **Language Selection** dropdown.
   - Where a client wishes to update their disability choice, select the correct option within the **Disability Category** dropdown.
   - Where a client wishes to update their special requirements, select the **Special Requirements** MVG button.

Before completing the SR, where you are completing or have recently completed several SR's of the same type, ensure that the last SR of this type that you complete contains all of the other client changes requested in the other SR's.

For example, you have an SR where the client has requested a change to their e-mail address and an SR where they have requested a change to their mobile number. Once you have completed the SR to add the new e-mail address, ensure that when you have completed the SR to add the new mobile number, that the new e-mail address has also been saved on the 2012 system. If it hasn't, you will need to add the e-mail address as part of the SR to add the mobile number.

If the client is reporting new contact details for the other party, the system will hold the details you record as unverified until the other party confirms they are correct.

4. Record today's date in the Relevant field under SR Details:
   - Effective date of change - when the client reports a change for themselves
   - Alleged effective date of change - when the client reports a change for the other party

Verify change to contact details

5. If the paying parent or receiving parent is reporting the change for themselves, you can accept the change without any further verification. Go to **step 9**.
6. If the paying parent, receiving parent, third party or employer reports a change of contact details for another party, verify this with the client who the change relates to - e.g. If the receiving parent informs you that the paying parent is now in prison - refer to Prison.

When a paying parent or receiving parent reports a change of contact details for the other party, explain that you need to verify the change with the other party before updating the case. Gauge whether there is strong evidence of the change and manage the client's expectations on what will happen next.

7. Call the client who the reported change relates to. Explain the change that has been reported and ask the client to confirm whether this is correct. Give verbal confirmation that the change will be done.
8. When you've finished gathering evidence, if the change has been reported through the self service portal, continue to **step 9**. If the change is not reported from the self service portal update the SR **Sub Status** to **Assess Outcome Of Change**. Complete the relevant steps depending on the outcome:
   - Contact details verified - complete steps **9 -10**
   - Contact details not verified - complete steps **11-12**

Accept change

9. Change the **Sub Status** to **CoC Accept** once you've verified the change with the client.

If client requires written verification of change, issue letter **CMSL9547** or **CMSL9548** as required. If not, update any letter activities to **Not Required**.

In addition to contacting the client by telephone or sending a letter, consider issuing the relevant SMS. The SMS does not replace the requirement to contact the client by telephone or issue the relevant notification. For further guidance refer to SMS Text.

If unable to accept the change due to an error message, select **Contact Synchronisation** to update the contact details.

10. Update the **Resolution Code** to **CofC Accepted**. Further activities may have generated during this process, review these and action as needed then change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

Reject change

11. Update the **Sub Status** to **CoC Decline** and change the SR **Resolution Code** to **CoC Rejected**
12. Change the SR **Status** to **Closed**.

CMSL9547 We've updated your personal details

When a change to receiving parent personal details has been updated, letter to receiving parent to advise that the change has been updated.

All fields in this letter are system generated. Once completed, review the letter for accuracy before sending.

CMSL9548 We've updated your personal details

When a change to paying parent personal details has been updated, letter to paying parent to advise that the change has been updated.

All fields in this letter are system generated. Once completed, review the letter for accuracy before sending.

Change - Address Details

Change - Contact Preferences

Prison

Terminology Changes

What is the format for international telephone numbers?

The format in which to record the international phone number is as follows:

- It must start with a "+"
- The World Zone number (first digit of country code) should follow the "+" as opposed to the international prefix following it, e.g. +353 instead of +00353
- Following the "+" only numeric characters are permitted
- No spaces
- Length between 5 and 40 characters