

January 2012

Child Support Overpayments

The Family Responsibility Office (FRO) is taking immediate steps to correct an administrative error and credit a limited number of clients who have overpaid child support.

The error involves an annual cost-of-living adjustment that has been incorrectly applied to some clients' monthly support.

How we are fixing the error

The Family Responsibility Office will be contacting affected clients in the weeks ahead and all errors will be corrected. Affected payors will have their account credited or be reimbursed.

Clients who have received more than their court-ordered support amount will have their future payments adjusted to the correct amount. They will not be required to pay back any money received as a result of this error.

Whose cases are affected?

Your case may be affected if:

- you received an annual Notice of Cost of Living Adjustment letter from FRO with regard to child support after 1997, **and**
- your order for child support is enforced by FRO and dated after April 1997 in a Canadian province or territory except Quebec.

FRO will be contacting all affected clients, however, if you have had a cost of living adjustment applied to your case and think you may be affected you may also contact us.

Fill out our [online form](#). We will review your file and tell you if you are affected.

You can also call FRO's dedicated toll-free hotline at 1-855-376-2652 or 416-246-5399 for more information.