

**FRTIB Responses to Child Support Agency Questions  
November 15, 2022 (updated)**

Number	Child Support Agency Questions	FRTIB Responses
<b>Forms and Documentation</b>		
1	Should states continue to use <b>the 2016 version</b> of the TSP-CS-1 form to freeze seize TSP accounts?	No, FRTIB has revised the TSP-CS-1 form and provided the 2022 version in fillable PDF form to OCSE to send to the states and post on their website.
2	Is the TSP Quick Guide <b>dated 2019</b> still the current version?	No, FRTIB has provided the 2022 version to OCSE to send to the states and post on their website.
3	What is the updated URL for states to upload documents to the Court Order Center?	The correct URL is: <a href="https://qoc.rk.tsp.gov/qoc/b/CsHome010Home.htm">https://qoc.rk.tsp.gov/qoc/b/CsHome010Home.htm</a> You may also access the Court Order Center via the “Life Changes”, “Child Support and Alimony”, section of <a href="https://tsp.gov">https://tsp.gov</a> .
4	What other documentation is required if child support agencies send the TSP-CS-1 form? If a certified copy of a court order is required, what is the definition of a court order?	If a child support agency sends the TSP-CS-1 form, no other documentation is required. The CSCO Procedures define a court order as a writ, order, summons, or other similar process in the nature of a garnishment, which is brought to enforce a participant's legal obligations to pay child support or alimony. Per 5 C.F.R § 1653.11
5	Can a child support representative sign the levies/ withholding orders in place of a judge or are there any other alternatives to the judge’s signature requirement?	Yes, a judge’s signature is not required. States sending the TSP-CS-1 form, will be processed and no further court order is required. This includes future and previous submissions. Per 5 C.F.R § 1653.11

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Fees		
6	<p>How will the fees and penalties be assessed against the account owner/participant?</p> <p><b>Example:</b> NCP has \$10,000 in TSP account and the child support agency is requesting \$5,000</p> <ol style="list-style-type: none"> <li>1. What amount will be remitted to the Child Support Agency?</li> <li>2. What fees and penalties are assessed to the account holder?</li> <li>3. What will the remaining account balance be?</li> <li>4. What are the tax penalties and when are those paid?</li> </ol>	<p>The fee is deducted upon receipt of the initial order/legal process. A subsequent fee would be taken if a new order/process is received that names a different payee or agency.</p> <p><b>Example—Responses</b></p> <ol style="list-style-type: none"> <li>1. The agency would receive the \$4,500</li> <li>2. The TSP will deduct \$500 for the 10 percent federal tax withholding from the seized amount and \$600 for the fee from the remaining account balance</li> <li>3. After deducting the fee, the NCP’s account balance would be \$4,400</li> <li>4. The existing federal tax withholding is still in place and is generated at the time of the asset transfer. The arrearage payment should not exceed the amount requested on the levy less Taxes (10%). Taxes (10%) will be withheld from all child support payments.</li> </ol> <p><b>Note: the freeze applies to the whole account, not just the portion being requested.</b></p>
7	<p>How often is the \$600 fee assessed? Is it only one time or each time there is a request to freeze assets? Is the fee assessed if there is a modification? How are fees assessed for rejections?</p>	<p>The \$600 fee is assessed once per case/process upon receipt of a draft or final order for review regardless of approval status. The fee is not assessed when freezes are placed or removed. If the order is from the same state agency and involves the same payee(s), no additional fee will be assessed.</p> <p>A new fee would be assessed if a new case/process is received naming a different agency or payee.</p>
8	<p>Does the fee/penalty come out of the levy amount issued to the Child Support Agency?</p>	<p>If there is enough money in the NCP’s account, it comes out of the remaining balance. If not, it would come out of the amount being frozen.</p>
9	<p>Are there circumstances in which the \$600 fee can be waived?</p>	<p>A fee waiver is not part of the current process.</p>

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<b>Modifying/Vacating Request</b>		
10	The procedures indicated that levies cannot be reduced to a lesser amount, is this correct? Are there any other limitations to modifications?	Once a payment is made to an agency, the awarded amount cannot be adjusted unless an additional amount is being awarded.  If a modification is received before payment is made, we can adjust the amount.
11	What form/process is used to request freeze/seize modifications and vacates?	Agencies can use the TSP-CS-1 form or can add language to the new model language indicating whether the new process is modifying or vacating the prior process. An award can only be vacated prior to payment.
<b>Contacting FRTIB</b>		
13	What is the preferred method for Child Support Agencies to contact TSP regarding withholding orders?	General inquiries can be submitted via phone to ThriftLine Court Order Center <b>1-877-968-3778</b> or to <a href="mailto:courtorder@tsp.gov">courtorder@tsp.gov</a> .
14	Do you require a centralized/single point of contact in each state for the following processes? <ul style="list-style-type: none"> <li>• Initiating a child support withholding order</li> <li>• Modifying/vacating an existing child support withholding order</li> <li>• Sending “Decision Letters” (or similar notification) to inform Child Support Agencies of the amount held and the scheduled remit date</li> </ul>	We do not require a single point of contact for any of these processes but will include all requestors involved with a freeze/seize request on our correspondence.
15	Who should child support agencies and OCSE contact in urgent situations?	Mary Nelson: <a href="mailto:mary.nelson@afs.com">mary.nelson@afs.com</a> Marques Lang: <a href="mailto:marques.lang@afs.com">marques.lang@afs.com</a>

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<b>Use of Qualified Domestic Relations Order (QDRO)</b>		
16	Would FRTIB honor an order containing the Thrift Savings Plan (TSP) model language but using the title of “Qualified Domestic Relations Order” (QDRO)? This request takes into consideration that QDROs are specifically authorized by states’ statutes and, other than the title, the FRTIB/TSP model language mostly parallels the model QDRO used for several large defined contribution retirement plans.	Yes, the model language form will be accepted.
17	If the use of the QDRO title is permissible, please update the model language title to reflect, “Qualified Domestic Relations Order,” with FRTIB written instructions to its vendor approving the use of the QDRO title.	The CSCO Model Language can be updated if necessary.