the Commission, the agreement will be put in writing and signed by the employee and the Commission.

§ 513.35 What special review is available when the Commission is the creditor agency?

- (a)(1) An employee subject to salary offset or a voluntary repayment agreement may, at any time, request a special review by the Commission of the amount of the salary offset or voluntary repayment, based on materially changed circumstances, including, but not limited to, catastrophic illness, divorce, death, or disability.
- (2) The request for special review must include an alternative proposed offset or payment schedule and a detailed statement, with supporting documents, that shows why the current salary offset or payment results in extreme financial hardship to the employee, spouse, or dependents. The statement must indicate:
 - (i) Income from all sources;
 - (ii) Assets;
 - (iii) Liabilities;
 - (iv) Number of dependents;
- (v) Expenses for food, housing, clothing, and transportation;
 - (vi) Medical expenses; and
 - (vii) Exceptional expenses, if any.
- (b) The Commission will evaluate the statement and documentation and determine whether the current offset or repayment schedule imposes extreme financial hardship on the employee in the Commission will notify the employee in writing within 30 calendar days of its determination, including, if appropriate, a revised offset or payment schedule. If the special review results in a revised offset or repayment schedule, the Commission will provide a new certification to the paying agency.

§ 513.36 Under what conditions will the Commission refund amounts collected by salary offset?

- (a) As the creditor agency, the Commission will promptly refund any amount deducted under the authority of 5 U.S.C. 5514 when:
- (1) The Commission determines that the debt is not owed; or
- (2) An administrative or judicial order directs the Commission to make a refund.

(b) Unless required or permitted by law or contract, refunds under this section will not bear interest.

§513.37 What will the Commission do as the paying agency?

- (a) When the Commission receives a certification from a creditor agency that has complied with the Office of Personnel Management's requirements set out at 5 CFR 550.1109, the Commission will send the employee a written notice of salary offset.
- (b) If the Commission receives an incomplete certification from a creditor agency, the Commission will return the certification with notice that the procedures under 5 U.S.C. 5514 and 5 CFR 550.1104 must be followed and a properly certified claim submitted before the Commission will take action to collect the debt from the employee's current pay account.
 - (c) Notice to a debtor will include:
- (1) The Commission's receipt of a certification from a creditor agency;
- (2) The amount of the debt and the deductions to be made, which may be stated as a percentage of disposable pay; and
- (3) The date and pay period when the salary offset will begin.
- (d) The Commission will provide a copy of the notice of salary offset to a creditor agency.
- (e) The Commission will coordinate salary deductions under this subpart as appropriate.
- (f) The Commission's payroll officer will determine the amount of the debtor's disposable pay and will implement the salary offset.
- (g) The Commission may use the following types of salary debt collection:
- (1) Lump sum offset. If the amount of the debt is equal to or less than 15 percent of disposable pay, the debt generally will be collected through one lump sum offset.
- (2) Installment deductions. The amount deducted from any period will not exceed 15 percent of the disposable pay from which the deduction is made unless the debtor has agreed in writing to the deduction of a greater amount. If possible, installment payments will liquidate the debt in three years or less