

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 6, 2008

LCSA LETTER: 08-12

ALL IV-D DIRECTORS

SUBJECT: SOLICITATION OF CREDIT CARD NUMBERS

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

Recently augmented functionality to the State Disbursement Unit (SDU) website allows individuals to make one-time child support payments using credit cards without entering a SDU Personal Identification Number (PIN). This feature has been added to provide another way for Non Custodial Parents (NCPs) to meet their child support obligations.

It is important when working with NCPs to remember that solicitation of credit card numbers over the phone is strongly discouraged by anti-phishing sites.

<http://www.ftc.gov/bcp/online/pubs/credit/cards.shtm>

<http://www.scambusters.org/CreditCardFraud.html>

<http://www.creditorweb.com/articles/protect-credit-card-numbers-at-all-costs.html>

<http://www.bbb.org/alerts/article.asp?ID=281>

<http://www.fraud.org/tips/internet/protection.htm>

Good security practice requires that child support staff never solicit credit card information. If a NCP asks for assistance to make a payment using a credit card, one of the following actions should be taken:

1. If the NPC has access to a computer, offer to assist with the one-time credit card payment by guiding the NCP through the process. The means by which the credit card information is transmitted is secure, and the NCP can be ensured that his/her credit card information will stay secure and will not be stored on the system.
2. If the NCP does not have access to a computer, the SDU Interactive Voice Response (IVR) may be used to make a credit card payment. Instruct the caller to hang up and dial the SDU IVR at 1 (866) 325-1010.
3. If it is necessary to enter credit card information on behalf of a NCP, the following procedure is recommended:

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- Enter the required information directly into the SDU Website application screens without writing or recording it anywhere else;
- Repeat back the information provided to the NCP to ensure accuracy; and
- Mail the printed confirmation generated by the SDU to the NCP.

Staff should also warn callers to not provide credit card numbers over the phone unless the caller has initiated the call.

Department of Child Support Services (DCSS), Information Security Office will shortly update the Information Security Manual with standards regarding the solicitation of credit card information. If you have questions concerning solicitation of credit card numbers please contact Debbie Martin, DCSS Chief Information Security Officer, at (916) 464-5774.

Sincerely,

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DEBBIE MARTIN
Chief Information Security Officer