

Ministry of Children, Community  
and Social Services  
Family Responsibility Office  
PO BOX 200 STN A  
OSHAWA ON L1H 0C5

Tel: 1 800 267-7263 (Automated Info)  
Tel: 416 326-1818 (Automated, GTA)  
Tel: 1 800 267-4330 (Agent)  
Tel: 416 326-1817 (Agent, GTA)  
Fax: 416 240-2401 www.ontario.ca/FRO

Ministère des Services à l'enfance et des  
Services sociaux et communautaires  
Bureau des obligations familiales  
CP 200 SUCC A  
OSHAWA ON L1H 0C5

Tél: 1 800 267-7263 (Information automatisée)  
Tél: 416 326-1818 (Automatisée, RGT)  
Tél: 1 800 267-4330 (Préposé)  
Tél: 416 326-1817 (Préposée pour la RGT)  
Télééc: 416 240-2401 www.ontario.ca/BOF



January 18, 2022

ATTENTION: PAYROLL DEPARTMENT – CONFIDENTIAL  
COMPANY NAME  
ADDRESS

### Initial Support Deduction Notice

The Family Responsibility Office (FRO) is sending you this Support Deduction Notice under the authority of the *Family Responsibility and Support Arrears Enforcement Act, 1996*, to deduct support payments from the income of:

Support Payor: John Doe  
Social Insurance Number:  
FRO Case Number: 1234567 ← Order Number

Support deductions help families and children receive their court-ordered support payments.

**What you need to do:** Set up your payroll system to start deducting the amount(s) specified below **within 14 calendar days**.

Support Deduction Details			
A	Ongoing Support Amount (amount owed to FRO on an ongoing basis)	Ongoing Amount to be Paid: <b>\$ 975.00 / Monthly</b> Monthly Target Amount Required	The total amount deducted must not exceed 50 per cent of the payor's net income.
B	Support Amount in Arrears	<b>\$ 11,800.00</b>	
C	Support Arrears Payment Rate	<b>\$ 0.00</b> Reducing Target Amount Required	Refer to the net income calculation below.

Calculation Method

### Step 1: How to Calculate the Net Income

Gross Income Includes:		Gross Income Deductions:	
<ul style="list-style-type: none"><li>Salary/Wages</li><li>Commissions, and bonuses</li><li>Profit sharing</li><li>Vacation, termination and severance pay</li></ul>	(minus)	<ul style="list-style-type: none"><li>Income Tax</li><li>Canada Pension Plan</li><li>Employment Insurance</li><li>Union Dues</li><li>Reimbursements for expenses covered by a medical, health, dental or hospital insurance contract or plan</li></ul>	(equals) NET INCOME

### Step 2: How to Calculate the Deductions

1. Deduct Ongoing Support Amount (A).
2. If there are arrears (B) and the Support Arrears Payment Rate (C) is 0, **deduct 50 per cent of net income until (B) is paid in full**.
3. If there is a Support Arrears Payment Rate (C), deduct (A) + (C) until (B) is paid in full.
4. After (B) is paid in full, continue to deduct (A).

### Step 3: How to Send Payments to FRO ← Payee Information

**Electronic Banking.** Electronic banking is fast and easy. To find out the best choice for you, contact FRO's eBusiness Coordinator at [fjs.fro.tor.edi.remi@ontario.ca](mailto:fjs.fro.tor.edi.remi@ontario.ca) or 416-683-5042 or visit FRO's website at [www.ontario.ca/FRO](http://www.ontario.ca/FRO) and go to the Information for Employers section.

**Online Banking.** FRO is a registered payee with most major financial institutions. To set up this payment method with your bank, search for "Family Responsibility" and select "Family Responsibility Office Ontario" as the payee. The "account number" is the support payor's FRO seven-digit case number.

**Note:** If you are sending payments for more than one case, a separate account is needed for each case number.

**Cheque.** Make cheque payable to the "Director, FRO". Print the FRO seven-digit case number and the support payor's name on the cheque and send to:

Family Responsibility Office  
PO BOX 2204 STN P  
TORONTO ON M5S 3E9

**Note:** Address is for payments only. Do not send correspondence to this address.

**Don't forget to:**

- Include the FRO case number and payor's name with every payment.
- Keep the information in this notice confidential.
- Contact FRO in writing within 10 calendar days if:
  - you are not a source of income for the support payor
  - payments are interrupted (such as temporary lay-off or absence)
  - payments resume
  - payments end (such as termination of employment)
  - you know of any other source of income for the support payor (such as a new employer, pension provider or insurance company that pays sick benefits)

Use the Notice to Family Responsibility Office by Income Source form located at [www.ontario.ca/FRO](http://www.ontario.ca/FRO) then click on FRO Forms, Commonly used forms and fax to 416-240-2401.

If you have any questions, please contact FRO's Employer Hotline at 1-800-463-3533. You also may find more information on FRO's website [www.ontario.ca/FRO](http://www.ontario.ca/FRO) under the Information for Employers section.

**IMPORTANT NOTICE**

*Under the Family Responsibility and Support Arrears Enforcement Act, 1996, you are required to deduct and send payments until FRO advises you in writing to change or stop the deductions. If the support payor disagrees or has questions about this notice, advise the support payor to contact FRO.*

*If you fail to make the deductions and payments, a court may order you to pay the amount that should have been deducted. Failure to comply could result in a \$10,000 fine.*

*Make sure you send payments with the correct FRO seven-digit case number. FRO is not responsible for misdirected payments where the case number is wrong.*

*Under the Employment Standards Act, 2000, no employer or person acting on behalf of an employer shall intimidate, dismiss or otherwise penalize an employee or threaten to do so because of a court order or garnishment, to pay to a third party an amount owing by the employer to the employee.*

Sincerely,

Client Services/  
Family Responsibility Office

c: John Doe