

TRUE OR FALSE		
My government child support agency will close my case if I hire a private child support collection agency.	FALSE	Federal law does not allow government child support agencies to close your case just because you have chosen to work with a private agency. There are however, some states that do not work well with private agencies. Our goal would be to work cooperatively with the county to get the best result for your case.
Private agencies receive a large number of complaints with the BBB	FALSE	The number of complaints in the private enforcement field is much lower than that of the government agencies. We strive to maintain our A+ BBB rating.
Private agencies are not regulated and can do whatever they want.	FALSE	Many states require private child support collection agencies to be bonded and licensed and impose restrictions. Even in the states that don't require licensing, private agencies are subject to the review and guidelines of the child support office.
Private agencies don't do any work – they just wait for the state to collect and then take fees.	FALSE	SCI is proactive in determining whether they were responsible for the collection and will refund any fees taken if they weren't responsible.
Government child support agencies have better customer service.	FALSE	Parents who choose to use a private agency do so in part to the dissatisfaction with the customer service provided by their government child support agency. Unlike government child support agencies, private agencies don't receive their funding from taxpayer dollars and must keep their clients satisfied to stay in business. We strive to return calls and emails within 24 hours. Communication is key to the success of the case.
My government child support agency won't help me because my child is emancipated. There is no hope for my case.	FALSE	Due to the number of cases the states are required to work, it is difficult for them to work cases when the child is emancipated. Private agencies accept and work all types of cases to include spousal support.
The non-custodial parent lives in a different state. Can a private agency work my case?	FALSE	Interstate cases, which are the cases the government child support agencies have difficulty enforcing are not an issue for a private agency. We are able to work with cases in almost every state easily.
I have heard that contracts with private agencies can never be cancelled.	FALSE	Most private child support agencies have contracts that set an amount to collect. The contract amount is what you are owed in unpaid support at the time you apply - it decreases with each collection and the contract ends when the contract amount has been collected.
Private agencies are hard working	TRUE	Our goal is to get you support. Each case is given individual attention and we do everything we can to collect on your behalf