

<b>Title</b>	2007 Child Support Convention and Maintenance Protocol: iSupport
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<b>Author</b>	PB
<b>Agenda Item</b>	Item III.1.c
<b>Mandate(s)</b>	C&D No 38 of CGAP 2024
<b>Objective</b>	Report on recent developments in relation to iSupport
<b>Action to be Taken</b>	For Decision <input type="checkbox"/> For Approval <input type="checkbox"/> For Discussion <input type="checkbox"/> For Action / Completion <input type="checkbox"/> For Information <input checked="" type="checkbox"/>
<b>Annexes</b>	N/A
<b>Related Documents</b>	N/A

# 2007 Child Support Convention and Maintenance Protocol: iSupport

## I. Background

- 1 iSupport is an electronic case management and secure communication system for the cross-border recovery of maintenance obligations.<sup>1</sup> It is funded by voluntary contributions from the European Union (EU), HCCH Member States and partner organisations,<sup>2</sup> coordinated by the Permanent Bureau (PB) and directed by a Governing Body of participating States.<sup>3</sup>
- 2 The iSupport software uses e-CODEX,<sup>4</sup> a secure communication technology, developed by EU Member States and partner organisations and funded by the EU. The data transmitted through e-CODEX is protected against the risk of loss, theft, and unauthorised alterations. e-CODEX provides evidence relating to the handling of the transmitted data, including proof of both sending and receiving the data. Both iSupport and e-CODEX are decentralised systems. They are installed and operated locally, by each participating State. Data are exchanged from State to State and do not transit through a centralised point.

## II. Recent technical developments

- 3 The PB and its technical provider have continued to improve the solution from a technical standpoint: in March 2024, a new version of the software was released including updates of several technical components as well as improvements designed to improve the security of the system. The PB is grateful to Spain and Sweden for suggesting these improvements.
- 4 In November 2024, the EU-funded iSupport ITMF (International Transfer of Maintenance Funds) project concluded, resulting in the release of a new version of iSupport. The iSupport software can now automatically generate a SEPA (Single Euro Payments Area) file and a standard csv file (a text format that can be used to generate tables in different types of software) for non-SEPA payments. These files can then easily be communicated to a bank to process payments quickly by batch (as opposed to individual payments).
- 5 In addition to the generation of payment files, the major improvement in this new version of iSupport is the possibility for Central Authorities to communicate about payments via iSupport. In the new version, amounts collected by the Central Authority (or monitored by the Central Authority) in the requested State will be updated automatically in the requesting State, after validation by a caseworker, thanks to this new data exchange capacity.

## III. Handover of e-CODEX to eu-LISA

- 6 On 3 June 2024, an agency of the European Union, eu-LISA, officially assumed responsibility for e-CODEX. In this respect, Members will recall the specific provisions in Article 17 of *Regulation (EU)*

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<sup>1</sup> More information about iSupport is available on the iSupport specialised section of the HCCH website: <https://www.hcch.net/en/instruments/conventions/isupport1>.

<sup>2</sup> The following States and organisations have contributed to iSupport, whether financially or through the provision of expertise: Belgium, Brazil, Canada (British Columbia), China (Hong Kong SAR), Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Netherlands, Norway, Portugal, Romania, Slovak Republic, Slovenia, Sweden, Switzerland, United Kingdom, United States of America (California and federal government), Bloomsbury publishing, The Council of Bars and Law Societies of Europe (CCBE), European Union Bailiffs' Foundation (EUBF), Lipman Karas, *Union Internationale des Huissiers de Justice* (UIHJ).

<sup>3</sup> The iSupport Governing Body is composed of States / REIOs that have implemented, and which operate iSupport; States / REIOs that are contributing financially or technically (in kind) to iSupport; States / REIOs bound by the 2007 Hague Child Support Convention or about to be bound (which have signed the Convention) but which are not using iSupport yet – as Observers.

<sup>4</sup> More information about e-CODEX is available on the following website: <https://www.e-codex.eu>.

2022/850 of the European Parliament and of the Council of 30 May 2022 on a computerised system for the cross-border electronic exchange of data in the area of judicial cooperation in civil and criminal matters (e-CODEX system), and amending Regulation (EU) 2018/1726 in relation to cooperation with international organisations. The PB has continued work towards the conclusion of a working arrangement with eu-LISA.

#### **IV. State of play**

- 7 Improvements brought by the March 2024 version allowed Germany and Sweden to continue their use of the solution, with further exchanges in production.
- 8 End-to-end testing between Hungary, Portugal and Spain, as well as between those States and Germany and Sweden, has also been conclusive. These additional three States could soon start using iSupport in production as well, subject to new cases and availability of staff.
- 9 These recent advances show that installing and testing iSupport has become easier. The current EU-funded project, iSupport R2G (Ready to Go), which is also supported by Germany, the Netherlands, Portugal, Switzerland and the European Union Bailiffs' Foundation (EUBF), aims to continue these improvements in the ease of installation and operation of the software. In addition, iSupport R2G is also tasked with delivering improvements to the current iSupport Application Programming Interface (API), which provides for the export and import of data to and from a national system. It is recalled that iSupport is not restricted to EU Member States: the PB continues to be available for queries from any HCCH Member State and will intensify its efforts to reach out to non-European States and encourage them to assess the possibility of using iSupport.
- 10 In this respect, the PB would like to invite Members which intend to install iSupport, or which are considering participating in iSupport, to contribute to this technical work in order for their requirements to be considered, in particular in relation to the API.

#### **V. Proposal to CGAP**

- 11 Based on the above report, the PB proposes the following Conclusion & Decision:  
  
CGAP noted the increase in States using iSupport. CGAP also noted the advances of the software in relation to the transfer of maintenance funds. CGAP encouraged Members to use the support offered by the PB and contribute to the improvement of iSupport by sharing their requirements for the software.