

# Maintenance Enforcement Program Facts

A series of program fact sheets to answer your most commonly asked questions

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## HOW TO REGISTER WITH THE MAINTENANCE ENFORCEMENT PROGRAM

### A Family Resource

The Manitoba government's Maintenance Enforcement Program (MEP) protects the interests of children and spouses by enforcing maintenance orders and agreements. MEP collects, records and forwards support payments.

The **CREDITOR/PAYEE** is the person receiving the support payment.

The **DEBTOR/PAYOR** is the person paying the support.

If payments are not made, MEP can take a number of steps to collect on support owed. For more details on this program, please visit our website or contact the MEP Info line 24 hours a day, seven days a week.

**MEP Info line**  
**In Winnipeg 204-945-7133**  
**Toll-free 1-866-479-2717**  
**E-mail: [ManitobaMEPinquiries@gov.mb.ca](mailto:ManitobaMEPinquiries@gov.mb.ca)**  
**Website: [www.gov.mb.ca/justice/family/mep/index.html](http://www.gov.mb.ca/justice/family/mep/index.html)**

### How do I register with the program?

The Maintenance Enforcement Program enforces court orders and some support agreements.

The program usually receives Manitoba orders for family support directly from the court. Agreements are registered at the request of the creditor or debtor.

There are two types of support documents the program can enforce:

1. support ordered in a court order
2. support agreements that:
  - set out specific payment amounts and dates
  - require support to be paid through the program or both parties agree, in writing, to register with the program

### How does the program work?

Once all of the personal information needed to enforce the order or agreement is received, the program opens a file and advises the parties that the registration is complete. Then, the debtor must make payments through the program. If the debtor does not pay, collection activity begins.

### What if there is already money owing?

If support is owing before the registration of an order or agreement, a claim must be made by the creditor at the time of registration to collect the outstanding

support. The creditor completes the declaration identifying each payment that is outstanding, swears the declaration is true in front of an authorized person. After the program verifies the declaration, the support owing is registered on file.

### What if one of the parties wants to opt out or stop using the program's services?

Once registered, the creditor may opt out of the program at any time, unless support payments are owed or assigned to Employment and Income Assistance. See Fact Sheet #7 (Employment and Income Assistance and Assigned Maintenance). Opt Out forms are available on the website or by contacting the program.

Debtors cannot opt out of the program.

If a creditor withdraws from the program, he or she can re-register in the future should the debtor stop making payments. Registration documents will be sent to a creditor upon request.

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## What if the order involves parties outside of Manitoba?

An order or agreement made outside Manitoba can be registered with the program even if it doesn't say family support will be paid through an enforcement program. See Fact Sheet #6 (When One Party Lives Outside Manitoba) for more information.

## What documents do I need to register with the program?

These documents may be required to register:

- Manitoba court order for maintenance or out of province (or country) court order (up to five certified copies may be required) or enforceable support agreement.
- Enforcement Information form, (Form 70W available at [www.gov.mb.ca](http://www.gov.mb.ca), Province's Laws and Regulations, at Forms under Court Rules) or Opt In and Identification forms (available by contacting the program office).
- Statutory Declaration for arrears with its calculation Schedule (available by contacting the program office).

## How do I contact the program office?

- You can call the MEP at 204-945-7133 in Winnipeg or from outside Manitoba, or toll-free 1-866-479-2717 in Manitoba or by fax at 204-945-5449.
- If you must go to the program office, please call to arrange an appointment.
- For more information, visit [www.gov.mb.ca/justice/family/mep/index.html](http://www.gov.mb.ca/justice/family/mep/index.html)
- E-mail general inquiries to MEP at [ManitobaMEPinquiries@gov.mb.ca](mailto:ManitobaMEPinquiries@gov.mb.ca)

## Fact sheets available from MEP:

- 1 How to Register with the Maintenance Enforcement Program
- 2 Making Payments
- 3 Responsibilities of the Payee/Creditor
- 4 Responsibilities of the Payor/Debtor
- 5 Responsibilities of the Maintenance Enforcement Program
- 6 When the Payor/Debtor or the Payee/Creditor Live Outside of Manitoba
- 7 Employment and Income Assistance (EIA) and Assigned Maintenance
- 8 Confidentiality and Privacy Protection
- 9 If you have a Compliment or Complaint

## MEP Offices:

**Winnipeg Central Payment Processing**  
100 - 352 Donald Street, Winnipeg MB R3B 2H8  
8:30 a.m. - 4:30 p.m. Monday to Friday

**Thompson**  
Room 12 - 59 Elizabeth Dr., Thompson MB R8N 1X4

**Brandon**  
Room 108 - 1104 Princess Ave., Brandon MB R7A 0P9