

Maintenance Enforcement Program Facts

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

3

RESPONSIBILITIES OF THE PAYEE/CREDITOR

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, the program 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

Website: www.gov.mb.ca/justice/family/mep/index.html

Receiving Support Payments

After an order or agreement is registered with the Maintenance Enforcement Program (MEP), the program collects the support payments and keeps a record of the payments processed. Payments are deposited to the creditor's bank account.

If you move or switch banks, send a written change of address to the program. Fax 204-945-5449 or mail to

100 – 352 Donald Street,
Winnipeg MB R3B 2H8

Be sure to include your MEP file number, signature and personal identification number (PIN) on your written notice.

DO NOT SHARE YOUR PERSONAL IDENTIFICATION NUMBER WITH ANYONE OTHER THAN MEP STAFF.

If you move or switch banks without notifying the program, you may not receive money collected on your behalf. If this occurs, your file may be closed.

If your payment order or agreement has changed or if there has been a change in the custody of the children or any other details of your order or agreement, let the program know.

Is there anything I can do to help collect money that is owed to me?

Yes, you are a key source of information to help the program collect money owed to you. If you know the debtor's address, workplace or other assets, share the information with the program.

What if I'm receiving Employment and Income Assistance (EIA) benefits?

If you're receiving EIA benefits, some or all of the money collected by the program may be directed to EIA. Please let the program know when you stop receiving EIA benefits so that if you are entitled to support payments, they can be sent to you.

When EIA registers with the Maintenance Enforcement Program on behalf of the creditor or when EIA assigns the support payments, the creditor may not:

- withdraw from the program
- make an agreement with the debtor to reduce or forgive the assigned debt
- accept payments directly from the debtor

Should I accept payments directly from the debtor?

No. If this happens, the program may not be able to take collection action, because an accurate, up-to-date financial record of all payments must be kept. If you receive a direct payment, it must be reported by calling the MEP Info line and following the message prompts or to the program in writing.

Continued...

The program may close your file if an accurate financial record cannot be kept.

What if I want file information or need to provide information?

- You can find file information on the 24-hour, seven-day MEP Line at 204-945-7133 in Winnipeg or from outside Manitoba or toll-free 1-866-479-2717 in Manitoba.
- You can call to provide information to the program at 204-945-7133 in Winnipeg or from outside Manitoba, or toll-free 1-866-479-2717 in Manitoba, or by facsimile at 204-945-5449.
- You will be asked to provide your Personal Identification Number (PIN) when contacting the Program.

What if I have to go to the program office?

An appointment is required. To arrange one, call the program at 204-945-7133 in Winnipeg or from outside Manitoba or toll-free 1-866-479-2717 in Manitoba.

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