

# Maintenance Enforcement Program Facts

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

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## MAKING PAYMENTS

### 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 204-948-3000  
Toll-free 1-866-617-3988  
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)

The Maintenance Enforcement Program (MEP) offers many ways for the debtor to make maintenance payments.

#### 1. Internet or telephone banking

Contact your financial institution to assist you. Debtors are responsible to be aware of processing times required by their financial institutions to ensure payment is received at the Program's Central Payment Processing office by the due date in your order or agreement.

#### 2. Pre-authorized withdrawals directly from your bank account

To obtain a "Pre-authorized Debit (PAD)" form please visit our website or contact the Program. Note: If a PAD is returned for non sufficient funds (NSF) or stop payment, the program will no longer accept a PAD. Arrangements will be made to deduct payments from your wages through your employer or through a support deduction notice or other enforcement methods.

#### 3. Pre-arranged deductions from wages through your employer

Please note, a cost recovery fee may be assessed for this payment method. To obtain a form, please visit our website or contact the Program.

#### 4. Money orders or bank drafts

Payable to the Province of Manitoba, Minister of Finance. Please ensure that the MEP account number and both the creditor and debtor name is recorded on the front of the payment to ensure prompt and accurate processing.

#### 5. In person

In Winnipeg, payments can be made from 8:30 a.m. to 4:30 p.m., Monday to Friday (except holidays). Cash or debit cards are accepted at the Central Payment Processing office.

**Winnipeg Central Payment Processing  
Maintenance Enforcement Program  
100 - 352 Donald Street  
Winnipeg MB R3B 2H8**

#### Late payments

Payments must be received at Winnipeg Central Payment Processing office by the due date in an order or agreement. Be sure to know how many days it takes from your financial institution to get to Central Payment Processing. Late payments may result in collection action.

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Effective April 1, 2012, a late payment penalty will be assessed for payments not received at the Winnipeg Central Payment Processing office by the court ordered due date. For additional information regarding late payment penalties, please visit our website at: [www.gov.mb.ca/justice/family/mep/index.html](http://www.gov.mb.ca/justice/family/mep/index.html).

To ensure payments are recorded correctly, **make sure your name, name of the creditor, and MEP file number are printed** on all payment transactions.

#### **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