

Maintenance Enforcement Program Facts

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

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RESPONSIBILITIES OF THE PAYOR/DEBTOR

Making Support 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 204-945-7133
Toll-free 1-866-479-2717
E-mail: ManitobaMEPinquiries@gov.mb.ca
Website: www.gov.mb.ca/justice/family/mep/index.html

The debtor must follow the terms of the order or agreement. Fortunately, most debtors do make payments as required by the order or agreement.

Payments must be made as ordered. If the court order requires payment through the Maintenance Enforcement Program (MEP), the file is registered and the payments must be made to the program. Only payments made to the program will be recorded. If payments are made directly to the creditor, the program may take collection action against the debtor as they are unaware the payment has already been made until advised of the direct payment by the creditor.

How can I make payments?

For the different ways to make support payments, please see Fact Sheet #2 (Making Payments). The most convenient methods of making payment are through telephone or computer banking or Pre-authorized Debit from your bank account.

What happens if I don't make the payments?

If you do not pay support according to the court order or agreement, the Maintenance Enforcement Program is required to collect the payments. These steps may include attachment of wages and bank accounts, seizure of assets and other available action to bring the account up to date.

Once begun, collection action remains in effect for one year before consideration will be given to accepting voluntary payments. The program may attach all income over \$250 per month.

The program may agree to a payment arrangement on the balance owing. Payment arrangements require completion of a financial statement. A payment arrangement adds to the on-going support payments. It may take up to 14 days if the program considers it appropriate to change an action that has been taken.

What if my payment is going to be late?

Contact the program and advise when the payment will be made and how it will be made, however, the program is required to take steps to collect the full balance owing, without further notice to you. Collection action will be taken if the account cannot be immediately brought up to date. A late payment penalty will be assessed for all late payments.

What if I lose my job or can no longer make payments?

Support payments must be made according to the court order or agreement. If you lose your job, get sick or cannot meet your obligations, you may wish to ask the court to change your court order or agreement. The Maintenance Enforcement Program does not have the authority to change an order or agreement. It is the role of the Maintenance Enforcement Program to enforce the order or agreement until it is changed by the court.

Continued...

Manitoba 

For more information, see Fact Sheet #10 (Varying or Changing Your Court Order).

Can I pay support directly to my former partner or spouse?

No. You must pay according to the court order or agreement. If the payments must be paid through the program and are not paid that way, they will not be credited to you. If the payments are not credited to you, your account will be past due and collection action will be taken against you. If you make a direct payment, tell the program immediately and provide proof, such as a cancelled cheque or receipt.

If the creditor is receiving income assistance from Employment and Income Assistance (EIA), do I pay differently?

When a creditor receives income assistance from EIA, the maintenance payments may be assigned to EIA. This means that all or a part of the support payment will go to EIA. A debtor must still make payments to the Maintenance Enforcement Program. The program will send the payments to EIA. For more information on assigned payments, see Fact Sheet # 7 (Employment and Income Assistance and Assigned Maintenance).

What information do you need from me?

Please let the program know of any changes affecting your payments (ex: if payment terms have expired or if the court issued a new order). Contact the program if your situation changes. If you have a new address or job, please tell the program to keep your account accurate. Contact 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

What if I want file 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 at 1-866-479-2717 in Manitoba.

What if I must 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 at 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