

Maintenance Enforcement Program Facts

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

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RESPONSIBILITIES OF 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, 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

What does the Maintenance Enforcement Program do?

The Maintenance Enforcement Program (MEP) receives support payments from the debtor, keeps a record of payments received and sends them to the creditor. If payments are not made, the program takes steps to collect any support owing.

What happens if payments are not made?

The program will take action to collect the support owed. MEP has access to various information databases to help find the debtor and the debtor's assets or income. The program will take any action necessary to bring accounts up to date, including support deduction notice, garnishment and driver's licence suspension.

Are there any services the program cannot provide?

- The program cannot change the amount of support ordered by a court or specified in a support agreement.
- Unless specifically stated in the court order or agreement, the program can not collect payments for additional expenses, such as school supplies or tuition.
- The program cannot register court orders or agreements that do not set out the amount of the payment, what the payment is for, when it should start, and when it is due.
- The program has no authority to deal with child access or custody issues.

- The program cannot collect other debts owed to the creditor by the debtor, such as property settlements, penalties or court costs. The program is authorized by law only to collect support payments, late payment penalty and cost recoveries.
- The program cannot collect support payments unless the creditor registers with the program or the family support is assigned by Employment and Income Assistance. For more information on registration, see Fact Sheet #1 (How to Register). For more information on assigning support, see Fact Sheet #7 (Employment and Income Assistance and Assigned Maintenance).
- The Program cannot guarantee payments will be collected by the date on the order or agreement or how long it will take to collect.

How do I reach the program?

- 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.
- For more information, visit www.gov.mb.ca/justice/family/map/index.html

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Manitoba 

- E-mail general inquiries to **ManitobaMEPinquiries@gov.mb.ca**
- You can call the MEP at 204-945-7133 in Winnipeg or from outside Manitoba or toll-free 1-866-479-2717 in Manitoba.
- If you must go to the program office, **an appointment is required**. To arrange one, call the program at one of the above numbers.

When you contact the program, please have your MEP file number and PIN handy to help program staff answer your questions more quickly.

When will I hear from the program?

- If program staff need to talk to a creditor, they will call during regular business hours.
- To allow program staff to focus on the collection of family support, phone calls are returned within five to eight business days. Correspondence is answered within 21 business days. Note: Many inquiries can be answered through the MEP Line.
- To obtain payment and enforcement information, clients are encouraged to call the MEP Info line at 204-945-7133 and follow the message prompts.

For information about making a compliment or complaint, see Fact Sheet #9 (If You Have a Compliment or Complaint).

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