

Maintenance Enforcement Program Facts

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

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CONFIDENTIALITY & PRIVACY PROTECTION

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 Maintenance Enforcement Program (MEP) is committed to preserving clients' privacy. Your confidentiality is protected under *The Family Maintenance Act*. According to law, information provided to the program can be used only to collect support payments or establish an accurate account record.

Your information cannot be provided to anyone without your permission. If you want other people, such as your lawyer or current spouse, to share the information, the program will provide you with a form to sign authorizing the program to share information. To request a form, call the program at 204-945-7133 in Winnipeg or from outside Manitoba, or toll-free 1-866-479-2717 in Manitoba.

How can I get information about my file?

To ensure confidentiality, the program will ask people to verify their identity before providing information from the file. You may be asked for your personal identification number (PIN), date of birth, social insurance number, address, telephone number or other information to confirm your identity.

Call the MEP Line 24 hours a day, seven days a week at 204-945-7133 in Winnipeg or from outside Manitoba, or toll-free at 1-866-479-2717 in Manitoba,

to get information about specific file activity:

- account status, including the balance owing and payments received by the program
- collection action in place
- requests for a call back to provide information to program staff
- requests for a statement of account to be mailed to you

Can I get information about the other party?

No. Clients are not entitled to any personal information about the other party, including addresses, phone numbers, employment information, details of conversations or copies of correspondence between the other party and program staff. A complete copy of a file's contents cannot be provided because it contains confidential information about the other party.

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