



Justice and
Public Safety

Maintenance Enforcement Program



Maintenance Enforcement Program _____

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Maintenance Enforcement Program _____

Charlottetown

Honourable C.R. McQuaid Family Law Centre
1 Harbourside Access Road
P.O. Box 2290
Charlottetown, PE
C1A 7N8
Phone: (902) 894-0383 Fax: (902) 368-6934

Summerside

The Court House
108 Central Street
Summerside

Office Hours

Summer: 8:00 am – 4:00 p.m.
Winter: 8:30 am – 5:00 p.m.

Maintenance Enforcement Act _____

The term *maintenance* refers to all spousal and child support payments contained in an order made by a court or in a separation agreement.

The provincial government passed a law in 1988 called the *Maintenance Enforcement Act* making it more difficult for someone with a maintenance obligation to avoid their responsibility. The Maintenance Enforcement Program (MEP) was established to facilitate maintenance orders and agreements as fairly and effectively as possible.

Maintenance Enforcement Program _____

The Maintenance Enforcement Program is a neutral support agency and does not represent either a payor or payee. Its mandate is to receive, register and enforce orders and agreements that have been registered with them.

MEP manages the payments on a file and the enforcement of a file if payments are in arrears. Support payments can result from either voluntary compliance or successful enforcement action.

Every effort is made to enforce orders and agreements; however, there is no guarantee of success in collections. Not all enforcement action is successful nor will it necessarily lead to the immediate receipt of money. It can take 30-60 days before funds are received. During this period, arrears continue to accrue.

The appropriate method of enforcement is determined by enforcement staff.

Accessing your personal case information _____

Once a copy of the order or agreement and a completed filing information form is received, case information is entered into an automated system. Clients can access their personal information on line or by phone any time.

- **Interactive Voice Response (IVR)**

You will receive a Personal Identification Number (PIN) and case number when you register with the Maintenance Enforcement Program. Your PIN and case number will allow you to access current pertinent information about your case 24 hours a day, seven days a week. Have your numbers ready when you call (902) 368-6010 (toll free 1-866-226-8722). We suggest you keep these important numbers in a secure place. If you misplace your PIN, a new number can be assigned by Maintenance Enforcement staff. Proof of identification will be required. We encourage you to take some time to become familiar with the IVR system as soon as possible.

- **Maintenance Enforcement Website**

<https://eservices.gov.pe.ca/meps>

The MEP website provides information about the Maintenance Enforcement Program; recent publications; frequently asked questions (FAQs); a glossary of terms and definitions; and links to general information about Family Law Centre services. In order to enter the program website, you will need your PIN and case number which was provided to you when you first registered.

If you cannot locate your PIN or case number, your enforcement officer can assist you. Call (902) 894-0383 to find out the name of the enforcement officer assigned to your case.

Business Processing System

MEP operates like a trust fund, not a payroll or welfare system. Support payments are accepted on behalf of the payee and then applied to the individual case. Money must be received from the payor or the payor's income source in order for funds to be paid out.

Support payments are made one of three ways – on-line banking, direct payment to MEP, or through an income source.

- **On-line Banking**

An on-line banking service, registered as PEI Maintenance Enforcement Program is available. We encourage you to contact your bank to activate your on-line payment option.

- **Direct Payment to MEP**

A direct debit machine is located in the payment area of the Maintenance Enforcement Program. There is no fee to make support payments using this service. Any combination of cash, debit or money order payments are accepted during regular office hours at both the Charlottetown and Summerside offices. Post-dated personal cheques must be dated 14 days prior to the payment due date to allow for clearance.

- **Income Source Deductions**

A support payor can arrange with their employer for payroll deductions. Support payments will be deducted from the payor's income source and remitted directly to MEP. Alternatively, MEP can issue a payment order to an employer directing support payments be deducted from the payor's income source and remitted directly to the program.

Income source deductions must follow the employer's payroll schedule which can affect the timing and amount of the support payment. The dates of the payroll schedule

may not correspond with the support dates stipulated in the court order. MEP must receive payment from the employer before it can issue funds to the payee.

Payment Processing

Support payments received on behalf of clients at the Maintenance Enforcement Program are processed at the end of each business day and transferred, electronically to the Office of the Comptroller. By noon the following day, payments are forwarded to banks for deposit directly to a client's account. If a client chooses to receive payment by mail, cheques will be issued on Thursdays following the receipt of payment.

- **Direct Deposit**

Direct deposit is a convenient efficient way for clients who are *eligible to receive support payments. Support payments will be deposited directly into the payee's bank account, based on the amount received. Depending on the bank, it could take 24-48 hours for the money to appear in the client's account.

Simply complete the Direct Electronic Funds Transfer form included in this handbook and return it to the program office. Please complete all sections of the form to ensure all necessary information is provided to your financial institution.

*Anyone who receives regular payments is eligible for direct deposit unless payments are assigned to a third party, such as the Department of Community Services, Seniors and Labour; or otherwise ordered by the Court.

Payee Responsibilities

If you receive support:

- You are obligated, under legislation, to inform MEPS of any changes in your circumstances which may affect payments made to you or if your support obligation ends. If you fail to do so, you may be required to pay back money to which you were not entitled.
- You must receive all support payments through MEPS and the payor must make all payments through MEPS in order for the account to be managed accurately. Any payments received directly from the payor should be reported to MEPS in writing.
- Please make sure MEPS has current contact information at all times.
- Keep records of all support payments you receive.
- Quote your case number on all correspondence to MEPS.
- Keep your personal identification number (PIN) secure.

If your support payments are late:

We recognize that you may experience difficulties when support payments are late. There are many reasons for late payments including temporary postal service and processing delays. MEP must first determine the reason for a missing payment and who is responsible. If enforcement is necessary, it will take time to prepare the legal documents and take action.

If your payment is delayed, call the Interactive Voice Response (IVR) (902)368-6010 (toll free 1-866-226-8722) or visit the MEP website <https://eservices.gov.pe.ca/meps> to confirm the status of your file. You will need your PIN and case number to access information.

If more than 30 days have passed since your payment due date, report the missing payment to MEP by phone, letter or fax. Staff may already be monitoring your case to prepare for possible enforcement action.

Once you have reported the missing payment, you will be able to monitor your case through IVR or the MEP website.



Payor Responsibilities

If you pay support:

- You have a legal responsibility to pay support. A court order or agreement has determined the amount and frequency of support payments.
- Once you have been notified that the order or agreement has been registered, you must begin making payments through MEP.
- You must ensure MEP has your current, accurate contact information at all times.
- If your regular income ends or is interrupted, you are required by law to continue support payments unless the order or agreement specifies otherwise.

- You are required to make all payments through MEP in order for the account to be managed accurately. If payments are made directly to the payee, they will not be recorded on your case file.
- You must notify MEP in writing if there is a change or termination of support payments. MEP will then seek confirmation from the payee. If confirmation is not received, the court will determine how the issue should be resolved.
- If payments are in arrears, you must pay all arrears owed. Contact maintenance enforcement staff to establish a satisfactory repayment plan, called the voluntary arrears payment schedule (VAPS). VAPS payments will be in addition to your regular, on-going support payments.
- You are responsible for your own records and receipts; MEP will not issue year-end statements.

MEP Enforcement Action

If a payor fails to meet support obligations, MEP will take all necessary steps to enforce support orders and agreements filed with the program and to collect support arrears. The Maintenance Enforcement Act and other related enforcement legislation gives MEP the authority to enforce action when all other practicable methods have failed. Enforcement measures may include:

- Garnishing wages
- Collecting funds from federal sources such as income tax refund, employment insurance benefit, or GST refund.
- Returning to court for a default hearing
- Seizing and selling payor's assets

- Suspending a passport or other federal license (e.g. pilot's license)
- Suspending driving privileges
- Reporting payor to a credit bureau

Opting out of MEP _____

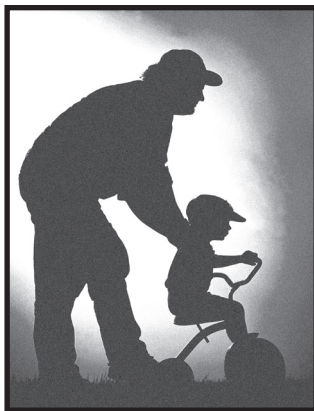
If both the payor and the payee prefer to have payments made outside MEP and there are no subrogated arrears owed to the Department of Community Services, Seniors and Labour or the payee is not involved with the Department of Community Services, Seniors and Labour, the payee may opt out of the program and receive payments directly. The payee must advise MEP, in writing, of the intention to opt out of the program.



A payee can opt back into the program at any time.

Maintenance Enforcement Program is a neutral government support agency_____

- MEP cannot provide legal advice to or represent a payee or payor in any matter.
- MEP has no authority to change an order or agreement in any way. An order is a decision of the court and must be changed by the court. An agreement must be changed by the payee and the payor.
- MEP cannot determine when a support obligation ends. According to legislation, the termination date is stated in the court order or agreement or both the payee and payor agree that the support obligation has ended.
- MEP cannot become involved in child access or visitation issues. These are private legal matters between a payee and payor. Under the law, support and access are two separate matters.





Identifying Number for Office Use Only

Direct Deposit Registration Form

Freedom of Information and Protection of Privacy

The personal information requested on this form is collected under the authority of Section 31 (c) of the *Freedom of Information and Protection of Privacy Act* R.S.P.E.I. 1988 and is used for the purpose of administering direct deposit payments to individuals or suppliers that are identified on this form. Questions on the collection and use of this information can be directed to the Accounts Payable Supervisor at (902) 368-4067.

Use this form to start direct deposit or to change information already provided. Please include a void cheque for additional accuracy.

- New
 Change Effective Date: _____

Identification

Name: Supplier, Individual, Employee	
Mailing Address (civic/street addresses only; PO Boxes not accepted):	City
Province/Territory/State	Postal Code/Zip Code
Email address to provide remittance details	

Banking Information

Bank Name			
Branch Address			
Branch Number (5 digits)	Institution Number (3 digits)	Bank Account Number (maximum 12 digits)	Account Type
			<input type="checkbox"/> Chequing <input type="checkbox"/> Savings

Certification

I, as the person or representative of the company entitled to receive the payments, authorize the Province of Prince Edward Island to electronically deposit the payments into the above noted bank account until further notice.

Authorized Signature	Company Name (if applicable)	Telephone Number	Date

09PT15-24384

(Continued on reverse)

More Information

- Please provide a voided cheque to ensure that the direct deposit information is accurate in our accounting system.
- If we are unable to deposit the payment into the bank account indicated, we will contact you to obtain the corrected banking information.
- Your direct deposit will stay in effect until you change the information or cancel the service.
- To cancel direct deposit service, contact us at 1-902-368-4009.
- If you need help completing this form, contact us at 1-902-368-4009.
- Send your completed form to the mailing address, email address or fax number provided below.

Payment Processing
Finance and Municipal Affairs
2nd Floor Shaw Building, 95 Rochford Street
PO Box 2000, Charlottetown, PE C1A 7N8

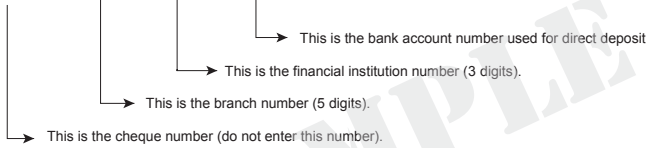
Tel: (902)368-4009
Fax: (902) 368-6661
Email: pymtproc@gov.pe.ca

Example

Example

This is an example of what the coding of the bottom of your cheque would look like.

⑈00 ⑆⑈ ⑆ 2 3 4 5 6 7 8 ⑆ ⑆ 2 3 ⑈ 4 5 6 ⑈ 7 ⑈





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