

Making Payments

To avoid collection action, late penalties and interest charges, it is important that debtors choose a payment method that ensures payments are received by the Maintenance Enforcement Program (MEP) on or before the court-ordered due date. **The effective date of payment for all payment methods is the date the payment is received at MEP, not the date it is sent to MEP.**

Here are the best and most convenient ways for debtors to make payments to MEP. These payment methods also help maintenance payments go out faster:

- **Authorized bank withdrawal.** Debtors may pay by automatic withdrawal from a Canadian bank. To do so, debtors need to complete and return an [Authorized Bank Withdrawal form](#). Authorized Bank Withdrawal forms are found on MEP's website or can be ordered through the MEP Info Line. Please see the information sheet on [Paying through Automatic Withdrawals](#).
- **Telephone or Internet banking.** Debtors wishing to pay this way may need to contact their bank to set up telephone or Internet payment options. To pay this way, MEP is registered as "**Alberta Maintenance Enforcement**." Debtors should be aware that it can take several days for MEP to receive Internet or telephone banking payments. Money sent close to a statutory holiday requires additional time for MEP to receive it. Please ensure enough time is provided for the financial institution to process the payment, to avoid late penalties and interest charges.
- **Paying at a Financial Institution.** Debtors may make their payment directly at their bank or credit union, as they do for other bills. Debtors paying through this method must tell the teller that they would like to pay their "**Alberta Maintenance Enforcement**" account. The teller will also need the Maintenance Enforcement Program file number in order to process the payment. Payments made through this method are generally received by MEP within 3 to 5 business days.
- **Wage Support Deduction Notice with the employer.** Debtors may pay by automatic deduction from their pay cheques. To pay this way, debtors need to complete and return a [Debtor Voluntary Pay Deduction form](#). The form is located on MEP's website or it can be ordered through the MEP Info Line. If payments from the support deduction notice cannot reach MEP on or before the court-ordered due date, debtors should contact MEP to make a payment arrangement to avoid late penalties and interest. It is also important for debtors to keep MEP informed of employment changes. Debtors who do not receive a regular wage or salary (e.g., commission or contract work) or who work outside Alberta must confirm with their employer that the support deduction notice will be honoured.

Payments may also be made by mailing a cheque, certified cheque, or money order to the Maintenance Enforcement Program, 7th Floor, J.E. Brownlee Building, 10365 - 97 Street, Edmonton, Alberta T5J 3W7. The debtor's MEP file number must appear on the memo line of the cheque.

For debtors residing outside Canada, please see MEP's information sheet [Making Payments from Outside Canada](#).

- MEP has other Information Sheets, on a variety of helpful topics. To see them, visit MEP's website at www.albertamep.gov.ab.ca.
- To contact MEP, phone 780-422-5555 or toll-free in Alberta at 310-0000.
- To view information about your MEP file, log in to *MEP Accounts Online* on MEP's website and select "Account login".