

## **Maintenance Enforcement Program**

### **Collection Guidelines**

MEP has developed standard collection guidelines to ensure that all clients are treated in a fair and impartial manner. These standards establish timelines for taking collection action once child or spousal support payments are in default.

Upon registration with MEP, debtors are asked to bring their files into good standing or make payment arrangements within 31 days. If this is not done, staff take action to collect overdue payments. The longer a file is in default, the more serious the consequences of the collection action.

Collection officers generally commence collection efforts by registering child or spousal support orders at the Personal Property Registry. Funds are also captured from federal, wage and bank sources and motor vehicle services are restricted.

If a file remains in default, staff suspend debtor driver's licences and report arrears to the credit bureau. Eventually, federal licences such as passports are withheld and files are assessed to determine if default hearings are warranted.

For additional information please refer to the MEP information sheets entitled *Collection Actions* (catalogue #99024) and *Default Hearings* (catalogue #99028).

This document is part of a series of MEP information sheets that can be obtained in the following ways:

- MEP's website at [www.albertamep.gov.ab.ca](http://www.albertamep.gov.ab.ca)
  - MEP's fax-on-demand service on the *MEP Info Line* by calling 780-422-5555 and using the catalogue number of the information sheet you wish to request
- \* **Toll-free** service to all Government of Alberta phone numbers is available from anywhere in Alberta by calling 310-0000 and following the voice prompts