

MEP Accounts Online and the MEP Info Line

The *MEP Info Line* and *MEP Accounts Online* provide Maintenance Enforcement Program (MEP) clients automated information about their file 24 hours a day, seven days a week.

MEP Info Line

Clients can use the *MEP Info Line* by calling 780-422-5555 in Edmonton and area or toll free in Alberta at 310-0000. They will first hear general information about MEP, and then they will hear a menu of options to choose from. To access their confidential file information, clients must enter their file number and their private 4 digit PIN number when prompted (to obtain a PIN, clients must speak directly with a service agent).

Through the *MEP Info Line*, any caller can:

- receive information on the *MEP Info Line* system
- receive general information on MEP
- hear a glossary of terms MEP uses
- request various MEP documents (such as registration forms, statements of finance and information sheets) to be faxed. Information sheet topics include how to register with MEP, explanations of various collection actions, and referral to other agencies.

Through the *MEP Info Line*, all MEP clients can:

- obtain their file status, which includes the last six payments made
- obtain information on the last six collection actions taken
- request a statement of account
- report changes to their own address or phone numbers
- request a yearly file summary statement
- leave a message with their assigned case officer.

As well, creditors can also:

- request remittance forms
- obtain a listing of the next authorized bank withdrawals on file
- report a direct payment
- provide new information on debtors (such as employer or address changes).

And debtors can also:

- obtain a listing of the next six pre-authorized payments on file.

During Client Services Centre operating hours, clients can leave the automated function of the MEP Info Line and speak directly with a service agent, by following the voice prompts.

MEP Accounts Online

To access *MEP Accounts Online*, clients visit MEP's website at www.albertamep.gov.ab.ca and select "Account login". The log-in page appears, where clients enter their email address and their password.

If logging in for the first time, clients must speak with a service agent to obtain a registration identification number (ID). After the registration ID number is received, clients can follow the steps to set up their new password.

Through *MEP Accounts Online*, clients can:

- see their current file status
- obtain information on collection actions taken
- view and print statements of account
- request statements of account to be mailed to them
- request that MEP initiate a child status review
- report direct payments
- report debtor change of employer or bank account
- provide new addresses or phone numbers
- view the terms and information about their current court order
- request remittance forms or yearly summary statements to be mailed to them
- see the date of the next payment, amount, and the payment cycle
- request a telephone call from MEP staff
- send MEP a secure email, and receive a response from MEP that is also secure.

MEP's Client Services Centre

During Client Services Centre operating hours, if clients have specific questions that were not answered by *MEP Accounts Online* or the automated functions of the *MEP Info Line*, they can follow the prompts to speak with a service agent.

Clients are automatically connected to service agents who can assist on a first-come, first-serve basis. Clients can also leave a message for staff to return calls so they do not have to wait on hold.

The Client Services Centre receives incoming calls from 8:00 to 11:00 a.m. and 12:00 to 4:00 p.m. on Mondays, Tuesdays, Thursdays and Fridays, except government holidays. On Wednesdays, staff are available to take calls between 12:00 and 4:00 p.m.

New documents, forms, and information sheets are added to MEP's website and *MEP Info Line* fax-on-demand service as they are developed.

MEP welcomes client feedback on these services.

- 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".