

Paying Through Automatic Withdrawals

To avoid collection action, late penalties and interest charges, it is important that you make your payments on or before the court order or agreement's due date. **The effective date of payment for all payment methods is the date payment is received at the Maintenance Enforcement Program (MEP), not the date it is sent to MEP.**

You can choose to make your maintenance payments by automatic withdrawal from your account with a Canadian financial institution. To take advantage of this option, complete and return an Authorized Bank Withdrawal form which can be obtained as described below. By signing this form, you are making sure your payments arrive on time. Payments cannot be withdrawn from your bank account if the withdrawal form is not completed and signed by all people named on the bank account. If payments are returned by your financial institution for non-sufficient funds or returned due to a stop payment, MEP charges a \$51.50 penalty.

If you already have automatic withdrawal with MEP, you need to sign a new form for any changes to be made to the withdrawal amount. For example, if you enter into a payment arrangement where the amount is different than the amount currently being withdrawn, you need to complete and send in a new form. To change your authorized bank withdrawal, complete a new form, sign it, and mail or fax it to MEP at:

Maintenance Enforcement Program
7th Floor, J.E. Brownlee Building
10365 - 97 Street
Edmonton, Alberta T5J 3W7

Fax: 780-401-7570

Changes to your bank account information, the withdrawal amount or the withdrawal date cannot be made by calling MEP's Client Services Centre. **MEP may change** the amount of funds withdrawn from your account **without prior notice** because we have received a new child or spousal support court order or agreement or there has been a change in child eligibility or cost-of-living adjustment. The order or agreement provides notice of these changes. You may cancel your authorized bank withdrawal by providing written notice of cancellation to MEP at least five business days before your next withdrawal date. If there are two consecutive authorized bank withdrawal **payments returned by your bank** for either insufficient funds or a closed account, **MEP may cancel** the authorized bank withdrawal agreement.

If you would like to make your child or spousal support payments directly from your pay and have your employer submit them to MEP, please see the information sheet *Wage Support Deduction Notice*.

- 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".