

### MEP Accounts Online and the MEP Info Line

MEP Accounts Online and the MEP Info Line provide Maintenance Enforcement Program (MEP) clients with information about their file. These services are available 24 hours a day, seven days a week.

#### MEP Accounts Online (MAO) ([alberta.ca/mep-accounts-online.aspx](http://alberta.ca/mep-accounts-online.aspx))

Through MEP Accounts Online, clients can:

Contact MEP	
• Request a call from their case officer	• Send the MEP a secure email
Report File Information	
• Report direct payments (recipient)	• Report the payor's contact information, place of employment, bank, or other assets
• Update their address and phone number	
• Request a child status review	
View File Information	
• Current collection actions	• Upcoming amounts due ('View Terms')
• Statement of account	• Pending payments ('View Payments')
Request File Information	
• Request a Statement of account	• Request an annual account summary

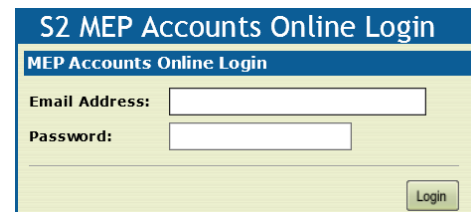
To access MAO, visit MEP's website at [www.alberta.ca/mep](http://www.alberta.ca/mep) and select "MEP Accounts Online" under Services and Information.

Click the [MEP Accounts Online](#) button (under 'Log in to MEP Accounts Online')

Enter your email address and password to login.

If you are logging in for the first time, call the MEP to obtain your **registration identification number (RIN)**. Dial 780-422-5555 in Edmonton and area. From elsewhere in Alberta, dial 310-0000 first, for toll-free access.

For detailed information about using MEP Accounts Online, including how to set up their first-time access once they have their RIN, see the [MEP Accounts Online Guide](#).



## MEP Info Line

To access the MEP Info Line, phone MEP by calling 780-422-5555 in Edmonton and area. From elsewhere in Alberta, dial 310-0000 first, for toll-free access. The MEP Info Line provides a series of voice menu options for clients to choose from.

To access their confidential MEP file information through the MEP Info Line, clients require both their MEP file number, and their 4-digit PIN. To receive their 7-digit file number or their PIN, clients can select the appropriate voice menu prompt to speak with a service agent.

Use the MEP Info Line to:

<b>Report File Information (Clients Only)</b>	
<ul style="list-style-type: none"> <li>Report direct payments (recipient)</li> </ul>	<ul style="list-style-type: none"> <li>Report the payor's contact information, place of employment, bank, or other assets</li> </ul>
<ul style="list-style-type: none"> <li>Update your address and phone number</li> </ul>	
<ul style="list-style-type: none"> <li>Request a child status review</li> </ul>	
<b>Hear File Information (Clients Only)</b>	
<ul style="list-style-type: none"> <li>Last six collection actions taken</li> </ul>	<ul style="list-style-type: none"> <li>Upcoming amounts due</li> </ul>
<ul style="list-style-type: none"> <li>Last six payments made</li> </ul>	<ul style="list-style-type: none"> <li>Pending payments</li> </ul>
<ul style="list-style-type: none"> <li>Next six pre-authorized payments</li> </ul>	
<b>Request File Information (Clients Only)</b>	
<ul style="list-style-type: none"> <li>Statement of Account</li> </ul>	<ul style="list-style-type: none"> <li>Yearly file summary</li> </ul>
<ul style="list-style-type: none"> <li>Statement of Finances</li> </ul>	
<b>Learn About MEP or Request MEP Documents (Any Caller)</b>	
<ul style="list-style-type: none"> <li>General information about MEP</li> </ul>	<ul style="list-style-type: none"> <li>Information Sheets on a variety of topics</li> </ul>
<ul style="list-style-type: none"> <li>Registration Package</li> </ul>	
<b>Contact MEP</b>	
<ul style="list-style-type: none"> <li>Follow the prompts to speak with a service agent</li> </ul>	

Clients who have file-related questions that were not answered using MEP Accounts Online (MAO) or the MEP Info Line can request a call back from their case officer through MAO. The call back requests through MAO are sent directly to the case officer, which results in reduced wait times. MEP Accounts Online is accessible 24-7, and it creates a logged record of each request, which provides MEP with better tracking and accountability.

Clients who are registered with another Canadian provincial or territorial maintenance enforcement program should always communicate with their own program.

- The MEP has other Information Sheets, on a variety of helpful topics. To see them, visit the MEP's website at [alberta.ca/mep](http://alberta.ca/mep)
- To contact the MEP, phone 780-422-5555 or toll-free in Alberta at 310-0000.
- To view information about your MEP file, go to the MEP's website at [alberta.ca/mep](http://alberta.ca/mep) and select "MEP Accounts Online"