

Limited services during the holidays

Payor of support (debtor)

Before the holiday season:

- ensure any issues about arrears or enforcement actions are resolved by contacting your Case Officer prior to the office closure.
- be aware that removal of enforcement actions may not be possible on December 27, 28 and 31, 2018.

Also, ensure your payment to MEP is made on time and in full:

- if we receive your payment on time and in full, you won't be penalized for any processing delay caused by our holiday season closure
- MEP's automated system will track late or missing payments and issue enforcement on files that are in default

Payment methods

Your payments won't be delayed if you're using these methods:

- pre-authorized bank withdrawal
- phone
- Internet banking

Make your payment by December 11 – to prevent a delayed payment and to allow for MEP's processing time and hold period – if you're using any of these methods:

- voluntary pay deductions
- mail
- in person at the MEP office
- in person at your bank

On **December 27, 28 and 31, 2018**, we'll accept in-person payments at our office.

See [Making and receiving payments](#) – 'Making payments' section – to learn more.

Normal [Maintenance Enforcement Program](#) (MEP) services – including the Client Services Centre – will resume on January 2, 2019.

Phone

From December 27, 28 and 31, 2018 a limited number of our staff will be available to deal with these issues only:

- you've been arrested on a MEP warrant
- you're in an emergency situation due to a MEP collection action – eg, motor vehicle restriction or suspension, passport cancellation, wage garnishment

Recipient of support (creditor)

We'll process these payments normally:

- in person at the MEP office (includes cash)
- pre-authorized bank withdrawal
- phone
- Internet banking

There may be delays processing these types of payments:

- voluntary pay deductions
- mail
- in person at your bank

If the due date for receiving your payment is during the holiday season closure:

- be aware your payment may be delayed by a few days
- take steps to ensure a delay does not unexpectedly impact your finances

Automated services

From December 24, 2018 to January 1, 2019 both of MEP's automated services will be available:

[MEP Accounts Online](#)

24-hour MEP Info Line:

- ☎ [780-422-5555](tel:780-422-5555)
- ☎ 310-0000

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