

# COVID-19 FAQ for Payors, Recipients and Employers

## Saskatchewan Maintenance Enforcement Office

### Payors

#### **I have temporarily lost my job due to the COVID-19 pandemic. Do I still have to pay my support?**

We acknowledge you may have difficulty paying your full amount of support that is due. You are, however, still required to pay the support owing under your order or agreement. Contact your Officer by calling 1-866-229-9712 to discuss your options. We understand this is a stressful time for all families and we will make every effort to address our clients' needs.

#### **I am on Employment Insurance. Will this be garnished?**

We have the authority to garnish monies received by unemployment insurance. Contact your Officer to discuss your options.

#### **My work hours have been reduced. Can I pay less than what is in my court order?**

The Maintenance Enforcement Office (MEO) does not have the authority to change the court ordered amount of child support a person is obligated to pay, however on a case by cases basis we may be able to work with you to determine if a temporary enforcement of a lesser amount is warranted.

#### **Can I defer my support payments?**

No, the MEO is unable to defer payments as these are court ordered payments and any changes must come from the courts. There may be other payments that can be deferred (mortgages, Saskatchewan Power etc.) to ease your obligations that are currently due, contact each lender individually.

#### **Will the MEO continue to take enforcement actions against me if I've lost my job?**

The MEO will deal with files on a case by case basis if you have lost employment and you have no income. It is important that you speak to your Enforcement Officer to discuss your options.

### Recipients

#### **Will I still receive my support payments? Will there be any delays?**

We will continue to send you payments as they are received, if payments are not made we will take all *appropriate* action to try to get your support payments. There may delays due to a reduced workforce, but every effort will be made to limit disruptions and maintain our service level. If you normally receive cheques from MEO you should apply to MEO for direct deposit to your bank account.

### **I did not receive my full payment. Why?**

During this unprecedented crisis, family support payments remain our highest priority. However, there are situations where a payer's financial situation has changed unexpectedly, the MEO recognizes that these are challenging times for everyone involved and we are working through each issue on a case-by-case basis.

### **I am trying to call the MEO to see if my payment has been processed but am having trouble getting through. What can I do?**

We are experiencing an elevated call volume due to the COVID-19 crisis. If you are checking the status of a payment, we suggest you call the infoline at 1-866-247-7838 to receive the most up to date information.

### **Will the MEO garnish the payer's Employment Insurance if they are laid off?**

The MEO does have authority to garnish unemployment insurance, however whether or not a garnishment is applied to the file is up to the enforcement officer and each file is reviewed independently.

## **Employers**

### **I am an employer. Do I still have to remit payments?**

Yes, please continue to send your payments. If you have any questions about deductions contact the MEO toll free number 1-866-229-9712 or email [meoinquiry@gov.sk.ca](mailto:meoinquiry@gov.sk.ca).

### **Contact Information:**

#### **Maintenance Enforcement Office**

Email : [meoinquiry@gov.sk.ca](mailto:meoinquiry@gov.sk.ca)

Phone: 306-787-8961

Toll free: 1-866-229-9712

Fax: 306-787-1420

#### **Family Law Information**

Email: [svp@gov.sk.ca](mailto:svp@gov.sk.ca)

Phone: 306-787-5837

Toll free: 1-888-218-2822

Fax: 306-787-0107