

## What happens if a payment is not made?

If the MEO doesn't receive a payment on or before the date it is due, immediate action may be taken to enforce payment.

The office may:

- put a lien on real estate owned by the payor;
- garnishee the payor's wages or other sources of income;
- garnishee any federal government payments including Employment Insurance, Revenue Canada refunds or GST rebates;
- seize and sell property or assets (such as vehicles);
- report the payor to a credit bureau;
- suspend certain licences, such as pilot's licenses or fishing licenses;
- suspend or deny a passport issued by the Government of Canada;
- suspend the payor's driver's license;
- collapse a pension plan into which the payor has made contributions; and/or
- require the payor to appear in court at a default hearing.

**Confidentiality Notice:** All information gathered by the MEO with respect to the recipient, the payor or the children is protected by and is subject to the confidentiality rules in *The Enforcement of Maintenance Orders Act, 1997* and Regulations. Information will only be collected, used, shared or released for the specific purposes allowed by the Act. The MEO keeps all information strictly confidential.

## Contacting the MEO

### 24-Hour Automated InfoService Line

For basic information on your case, such as the date your last payment was processed or the current balance on your case, call our automated telephone **InfoService** line, which is available 24 hours a day. To access the system, call **(306) 787-9931** or **1-866-247-7838**. Have your maintenance enforcement case number and personal identification number (PIN) handy when you call. The InfoService line also provides answers to general questions about the MEO.

### Family Justice Services Branch Inquiry Line

Call **(306) 787-8961** or **1-866-229-9712**,

Monday to Friday from 8 a.m. to 5 p.m.

The inquiry line staff will provide general information, take messages for case officers, and where appropriate, direct your call to a Client Service Representative.

### Other Contact Information

Maintenance Enforcement Office

Room 100, 3085 Albert Street

Regina SK S4S 0B1

Fax: (306) 787-1420

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

## More Information

More information is also available at [www.saskatchewan.ca](http://www.saskatchewan.ca).

If you require more information on other programs and services offered by the Family Justice Services Branch, contact the MEO.

August 2016

# Maintenance Enforcement Office (MEO)

## Information for Payors and Recipients of Child and Spousal Support

## What is the MEO?

The MEO is part of the Family Justice Services Branch, Saskatchewan Ministry of Justice. The MEO monitors and collects maintenance or support payments. The payments can be ordered by the court or agreed to by two parties.

The MEO receives, records and processes payments. If necessary, it will begin actions to collect payments.

## Who can use the services?

Anyone living in Saskatchewan who has a court order or agreement for child or spousal support can use the services of the MEO.

Either **recipients** (people entitled to receive support) or **payors** (people with a duty to pay support) can enroll with the MEO.

The services offered by the MEO are **free**. Some fees may be charged to payors if enforcement action is necessary. Contact the MEO for details.

## What if the payor lives outside of Saskatchewan?

Saskatchewan has reciprocal arrangements with all the Canadian provinces and territories, as well as with many other countries.

## What happens now?

Once you are enrolled as either a recipient or payor you are assigned a case number and a personal identification number (PIN).

**Please include your case number on all communication.**

If you are a payor, you have a legal obligation to pay the support. After receiving written notice from the MEO, you must send payments directly to the MEO, using one of the payment methods outlined in this pamphlet. When the MEO receives your payment, it is sent to the recipient.

As a recipient, you may choose one of the payment methods described in this pamphlet.

As long as your case is with the MEO, you must not accept support payments directly from the payor. Payors are not to pay the children directly.

If as a payor you no longer have an income or you stop working, you must continue to make support payments to the MEO. The MEO cannot vary the order or agreement for support.

## Payments

**As a recipient, you may choose one of two methods for receiving payments from the MEO:**

- 1. Direct deposit into your bank account.**  
You will need to complete the *Application for Direct Deposit* that was forwarded to you.
- 2. Cheques mailed to you.**

**As a payor, you may choose from the following options:**

- 1. Cash or Interac payment through the MEO.**  
Come to the MEO located at Room 100, 3085 Albert Street, Regina, between 8 a.m. and 5 p.m., Monday to Friday, to make the payment.
- 2. Cheque or money order.** Unless told otherwise, your cheque or money order must be made payable to the recipient. **You must write your case number on each cheque or money order.** The payment must be mailed to the MEO address in Regina (see details in this pamphlet). Do not send cash through the mail.
- 3. Online banking.** To use this method, you must register with your bank. Please consult with your local bank for details.
- 4. Telebanking.** To use this method, you must register with your bank. Please consult with your local bank for details.
- 5. Pre-authorized withdrawal.** This allows the MEO to automatically withdraw the payment

directly from your bank account. This option is not available to all payors. Contact the MEO if you are interested in this option.

- 6. Post-dated cheques.** The number of postdated cheques you must provide will vary. Please contact the MEO if you are interested in this option.

## What are my responsibilities now that I'm enrolled with the MEO?

### Keep the MEO informed

Please tell us if you change your name, address or phone number. Notify us if the other party moves to another jurisdiction. If you are a recipient, please advise the MEO if your children change their residence permanently, or are no longer living with you.

Please make sure the MEO is advised if your agreement or order is changed or a new order or agreement is made.

Provide any information about yourself or the other party that will help the MEO collect the payments or make reasonable arrangements for payment of arrears with the payor.

Wherever possible, provide information in writing by mail, email or fax. Please include your case number on all communication.

### Do not take private enforcement action while you are enrolled.

Let the MEO do its job. Your Maintenance Enforcement Officer has years of experience and will use his/her skills and experience to manage your account.

### Do not exchange payments with the other party while you are enrolled.

In the event this happens, make sure to **immediately report** this payment through the InfoService line or the main inquiry line.