

RECEPTION CLOSURE

MAINTENANCE ENFORCEMENT PROGRAM

On **December 13, 2019**, the Maintenance Enforcement Program will permanently close its Reception area.

Clients who have become accustomed to attending the Edmonton office in person to make their monthly support payments are invited to make use of the convenient payment options available including:

- Automatic bank withdrawals;
- Voluntary payroll deductions;
- On-line banking; or
- Telephone banking.

Clients who do not have bank accounts, or who wish to make cash payments may make their support payments at any bank. A bank may charge a fee to non-account holders. Remittance forms to use at the bank are available from reception until December 13, 2019, through MEP Accounts On-line, or by calling 780-422-5555 to have them mailed to you. Please allow time for forms to be mailed. Clients may also continue to use money orders to make payments.

There are very few situations where client questions and concerns cannot be responded to through telephone conversation, secure email, or in writing. Should you have questions about your file, please contact your Case Officer or the Program at 780-422-5555. Additional information may be found at MEP's website at: <https://www.alberta.ca/maintenance-enforcement-in-alberta.aspx>

Clients who require documents to be commissioned may obtain that service at court-houses, municipal administration offices, registry offices, and law offices. There may be a fee charged.