

New at MEP!

We at the Maintenance Enforcement Program are always trying to make it easier for you to make or receive payments and get information about your file. So we are introducing a new online service to make that information available to you whenever you want it. We're also introducing electronic banking for those who prefer using Internet banking or telephones or bank machines for payment convenience.

Our system is not changing; just the options available to you.

We also want to remind you that the quickest way to get your payments that we receive electronically is by enrolling in direct deposit. We want to assure you that if you choose to use either our online service, electronic banking or direct deposit, the services are fully safe and secure.

1. MEP ONLINE - a new service that will allow you to get secure automated information about your account 24 hours a day , 7 days a week will be available **June 1, 2009**.

Log on to MEP Online at www.gov.ns.ca/just/mep/ for any arrears balance owing on your file, current enforcement actions in place or the current status of your file.

To logon, to MEP Online you need :

- Your MEP Case ID,
 - Your Personal Identification Number (PIN).
- And you will also need to identify yourself as either
- the Payor (person ordered to pay support),
 - the Recipient (the person ordered to receive support)

If you don't know your Case ID or your PIN, call the office where your file is located.

The automated information that you receive on this site is updated on a daily basis. In the unusual circumstance that there is a discrepancy, leave a message and request a call back through the INFOLINE at 424-0050 in Metro Halifax, and toll free at 1-800-357-9248.

To keep your information secure, do not share your Personal Identification Number with anyone.

2. ELECTRONIC BANKING - We can now accept Maintenance payments through electronic and telephone banking.

This new option will allow maintenance payments to be made through the Internet, via telephone or through banking machines.

It's just like paying any other bill online.

- Go to your bank website
- Look in the Pay Bills section
- Click on the Nova Scotia Maintenance Enforcement Program
- Use your Maintenance Enforcement Program Case number as the account or bill identification number

Payors may wish to use the "recurring payment" option to have their maintenance payment automatically deducted from their accounts and forwarded to the Maintenance Enforcement Program on a regular basis.

3. REMINDER TO ENROL IN DIRECT DEPOSIT - This is the quickest way for you to receive your payments if the payor deposits the money using electronic banking.

If you do not yet have your payment deposited to your account, please contact the MEP to have the direct deposit application forms sent to you.

If you change banks or accounts, be sure and tell MEP right away

For more information on all these new services just log on to www.gov.ns.ca/just/mep/

For those clients who don't have home computers, there is free access in many Nova Scotia communities either at the local library or the government's access centres. Below is a list of the locations:

- Halifax
- Dartmouth
- Sydney
- Kentville
- Truro
- Antigonish
- Bridgewater
- Port Hawkesbury
- Yarmouth
- Amherst
- New Sackville Access Center will have one as well

We hope you will be pleased with our improvements!