

FAMILY MAINTENANCE ENFORCEMENT PROGRAM CLIENT INFORMATION REQUESTS

As a FMEP client, what case information is available to me and how do I access it?

There are many routinely released documents and information available to FMEP clients. Before making any written request for information about your case, first go to the FMEP website or FMEP InfoLine to access the information that is always available to you. You will need to have:

- a FMEP web account to access the website, or
- your FMEP case number and Personal Identification Number (PIN) to access InfoLine.

FMEP Website

www.fmep.gov.bc.ca

What is available on the FMEP website:

- Detailed payment information for any time period from enrolment to the present date
- View or print an online statement of payments for any time period from enrolment to the present date
- Current case status
- List of current enforcement actions in place
- Name of the jurisdiction where payor lives or where enforcement will occur, if applicable
- Mailing address of FMEP client office
- Mailing address for FMEP Payment Services
- The name of the other person associated with the court order or agreement (recipient or payor)
- E-messages sent by you; e-messages sent to you
- The address and phone number(s) FMEP has on the file for you
- Copy of your court order or agreement
- Banking information for direct deposit (recipient only)
- Your email address and security questions used for your web account

FMEP InfoLine

Metro Vancouver: 604-775-0796 • Greater Victoria: 250-356-5995 • Elsewhere in BC: 1-800-668-3637

What is available through the FMEP InfoLine:

- Payment information:
 - Last 3 payments received
 - Arrears amount
- Enforcement actions taken in the last 30 days

I can't access the case information I want from the FMEP website or the FMEP InfoLine -- what should I do?

If you are still unable to obtain the information you are looking for through the FMEP website and/or InfoLine, other documentation may be available from your FMEP client office. When calling or writing the client office, please provide your FMEP case number and Personal Identification Number (PIN) and ensure you clearly indicate what information you are looking for.

FMEP Client Offices

Lower Mainland Client Office

Box 80449
Burnaby, BC V5H 3X9
(604) 678-5670

Northern and Interior Client Office

Box 830
Kamloops, BC V2C 5N1
(250) 434-6020

Victoria Client Office

Box 9216
Victoria, BC V8W 9J1
(250) 220-4040

What is available from FMEP Client Offices:

Information you have already provided FMEP:

- Correspondence and attachments received from you
- Forms completed by you
- The address and phone number(s) FMEP has on file for you
- Court file number and location
- Copy of court orders or agreements
- Terms of court orders or agreements
- Historical e-messages sent by you

Information FMEP has already provided you:

- Correspondence sent to you
- Forms sent to you
- List of payments completed by the recipient at enrolment, or affidavit of arrears from the reciprocating jurisdiction
- Expense Arrears Calculation Form completed by the recipient and copies of receipts, if applicable
- Copy of enforcement documents (payor only)
- Court date and location, if applicable
- Review of Child's Circumstances Form completed by the recipient, if applicable
- Special Expenses Form completed by the recipient and copies of receipts, if applicable
- Historical e-messages sent to you

All of the above documents should already be in your possession or available to you from the Court. FMEP can provide a copy of the document you are missing providing you are specific about the document you need. When you make a request, please indicate the date and source of the document.

Can I access additional FMEP case information by making a FOI request?

No. Even with a Freedom of Information (FOI) request under the *Freedom of Information and Protection of Privacy Act (FIPPA)*, FMEP can only disclose the information to a client as permitted by the *Family Maintenance Enforcement Act (FMEA)*, to the extent necessary to enforce a maintenance order.

In cases where a client makes a FOI request, the FMEP cannot release any case information other than what is routinely released and described above. This is supported by the Office of the Information and Privacy Commissioner for British Columbia.