

## Family Maintenance Enforcement Program Direct Deposit Application Form

### Completion Instructions:

- In order to deposit your maintenance payments to your bank account, we need some information from you. All information will be kept strictly confidential and be used only for the purposes of direct deposit.
- If you want your maintenance payments deposited into your chequing account, complete Section A and attach a blank personalized cheque with 'VOID' written on it.
- If you want your maintenance payments deposited into a savings account, complete both Section A and Section B. The bank and transit numbers are used to identify your bank branch. It is important that you provide the correct information, if you are uncertain of these numbers, please contact your bank for assistance with completing the form.
- Send the completed form to:  
 FMEP Payment Services  
 Box 9233, Victoria, BC V8W 9J1  
 or by fax to 250 220-4061

Section A - Personal Information			
Last Name	First Name	Middle Initial:	FMEP Case Number(s)
Address: Street Number and Name / Apartment Number			FMEP PIN (if known)
City/Town	Province	Postal Code	Phone Number (include area code)
Signature		Date	

Section B - Banking Information (do not complete if you are attaching a personalized void cheque)		
Bank Number	Transit Number	Account Number
Name of Bank or Financial Institution		Branch
Branch Address: Street Number and Name		
City/Town	Province	Postal Code

**Attach your personalized void cheque here**

The information on this form is collected pursuant to the *Family Maintenance Enforcement Act* for the purposes of monitoring and enforcing your maintenance order or agreement. To obtain information about privacy protection, go to the FMEP website.

## FMEP Direct Deposit Information

- As a recipient you are required to receive your payments by direct deposit because:
  - It is the most secure way of sending a payment. Unlike a cheque, a payment sent by direct deposit cannot be lost in the mail.
  - It is the quickest way to receive a payment. Funds go directly to your bank account, eliminating the time it takes for a cheque to come in the mail and the need for the cheque to be deposited at your bank.
- Your banking information is secure as all information held by FMEP is protected by the Family Maintenance Enforcement Act and the Freedom of Information and Protection of Privacy Act.
- You can also sign up for direct deposit online through your FMEP web account on our website [www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca) instead of completing and mailing in the application form.
- If you need help completing the form or if you have additional questions about direct deposit please contact us by sending a secure message through your FMEP web account or by calling your FMEP client office.
- If you are receiving payments from more than one payor, all your payments will be direct deposited into your bank account.
- If you change banks or accounts, you will need to:
  - sign into your FMEP web account and change your direct deposit banking information; or
  - send us another direct deposit application form.
- If you change your address, even if your bank and account remains the same, you will need to let us know your new address in case we need to contact you.
- To find out when we have made a direct deposit to your bank account you can:
  - sign into your FMEP web account; or
  - use InfoLine, our automated telephone system
    - Metro Vancouver 604 775-0796
    - Greater Victoria 250 356-5995
    - Elsewhere in BC 1-800-668-3637
- We encourage you to sign up to be notified by email when we deposit a maintenance payment into your bank account. Sign into your FMEP web account and set this up under your account settings.
- If you experience a problem with a direct deposit and you do not receive the payment, please notify us in writing right away.