

### What is “licence/passport denial”?

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As soon as a maintenance order or agreement is filed with the Family Maintenance Enforcement Program (FMEP), we are responsible under the *Family Maintenance Enforcement Act* for monitoring and enforcing that order.

That means we have the authority to take certain actions to make sure the person who is supposed to pay maintenance (called the payor) makes his or her maintenance payments.

One of those actions is to notify the federal government when a payor has fallen \$3,000.00 or more behind in maintenance payments. The federal government will then either refuse to issue the payor a new passport and/or federal aviation or marine licence, or suspend the payor’s current passport or licence.

#### **Important!**

The FMEP is responsible for requesting the licence/passport denial.

Federal government staff cannot decide to remove the denial – only the FMEP can.

If your passport or licence has been denied, please contact the FMEP – not the federal government – to discuss arrangements for lifting the restriction.

### Does this apply to all payors with over \$3,000.00 in arrears?

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No. Denying a payor’s licence or passport is a serious step, and we will take that step only after we have tried – unsuccessfully – to collect the maintenance in other ways.

Only if administrative enforcement does not work, and the payor still does not pay the arrears or

contact us to work out a reasonable payment plan – and the payor owes more than \$3,000.00 in maintenance – will we consider notifying the federal government.

### Will the payor be notified before the licence/passport denial goes in place?

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Yes. We will send the payor a notice before we contact the federal government. The payor will have the opportunity either to pay the arrears or to

make arrangements for paying them over time in addition to making regular maintenance payments.

## How long will the licence/passport denial stay in place?

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The denial will stay in place:

- as long as the payor's maintenance order or agreement is enrolled with the FMEP, or
- until the payor arranges to pay the arrears, or
- we decide to withdraw the denial based on a review of the payor's case.

## Can the payor request a review of the denial?

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Yes. A payor may ask us to review the case if the payor:

- believes he or she was less than \$3,000.00 in arrears at the time we sent the notice, or
- can prove that the denial would significantly reduce his or her ability to pay maintenance, or
- has started to receive income assistance.

## Where can I get more information about federal licence/passport denial?

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For pre-recorded, general information about federal interception of funds and a variety of other subjects, please call the FMEP Infoline:

Greater Vancouver: 604-775-0796

Greater Victoria: 250-356-5995

Elsewhere in BC: 1-800-668-3637

For more specific information about your case, please call an Enquiry Representative at one of our FMEP Regional Offices:

Greater Vancouver: 604-678-5670 or  
toll-free 1-800-663-9666

Greater Victoria: 250-220-4040  
or toll-free 1-800-663-3455

Northern and Interior BC: 250-434-6020 or toll-free 1-800-663-3933

### Maintenance Tips for Payors

- You can send payments to us through On-line Banking, Telephone Banking or ABM Banking, instead of mailing payments. Please contact your regional office for details on how to set up this payment option.
- If you mail your payments be sure to allow enough time for them to arrive by the due date. (You may want to consider post-dated cheques.)
- Send your cheque or money order - made out to the recipient - to us at our Victoria office:  
FMEP Payment Services  
Box 5599  
Victoria, BC V8R 6T7
- Always include your FMEP case number on your payment.
- Do not pay the recipient directly. You are required by law to send all payments to the FMEP.
- We cannot change your court order or agreement. If you are having trouble making your scheduled maintenance payments, you may need to obtain a new court order or agreement. In the meantime, however, we are required to make sure you pay the maintenance you owe now.
- If you have fallen behind in your payments, please contact us. We will work with you to develop a plan for paying the arrears in addition to making your regular maintenance payments.

For information about your case, visit our website, [www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca)

For information about family justice issues and services, visit [www.ag.gov.bc.ca/family-justice](http://www.ag.gov.bc.ca/family-justice)