



**BC Family
Maintenance
Agency**



BC Family Maintenance Agency Overview

March 13, 2025



Indigenous Land Acknowledgement



ABOUT US



Who We Are

BCFMA is a free service available to families in B.C.

BCFMA was established as a Crown agency on November 1, 2019 (previously FMEP since 1988)

Work closely with the Government of British Columbia to align our priorities and practices

The *Family Maintenance Enforcement Act* (FMEA) provides legislative authority

Work with provincial, federal and international partners to support families when one parent is outside of B.C.



BCFMA Vision and Mission

Vision

- To be a leading family maintenance organization providing a diverse range of supports and service to ensure healthy and thriving families

Mission

- To provide the highest quality client centric service, helping families achieve their best outcomes and future for their children





Service Snapshot

The Agency collects over \$215m annually, and has collected over \$5 billion since its establishment in 1988

BCFMA helps over 30,000 families each year

96% of cases enrolled have received a payment

Over 60% of payments received are made voluntarily



What We Do

- **Take a balanced approach that ensures we listen to, collaborate and work with all parties to achieve the best outcomes for children and families**
- **Work with the payor to develop a plan for paying the ongoing support payments and/or any arrears owing**
- **If a voluntary payment plan does not work, we may take steps to collect payments**
- **Keep records of all payments made and owing**
- **Provide up to date info on the file 24/7 via My Account and InfoLine**



Limitations

Vary an order or agreement

- **Provide resources/ legal aid/ Family Justice Centres**

Cancel or reduce arrears

- **Adjustable orders possible/ step-down calculations**

Settle disputes between parties

- **Legal supports/ resources**

Recover funds where there aren't any

- **Arrears balance remains we will continue to pursue**

Supports and referrals

- **Work to connect clients with outside supports and services**

A pair of brass scales of justice is shown against a blue background. The scales are slightly out of focus, with the pans hanging from a central beam. The lighting creates a soft glow on the metal surfaces.

Child Support Orders and Agreements



How to Word an Order

A support order or agreement should clearly state:

- **One parent is to pay the other parent**
- **The name of each child and their date of birth**
- **The date payments are to start (do not set arrears on the same day that new support starts- set arrears to be due the day before)**
- **The frequency of payments (e.g. per month)**
- **The exact amount of each payment (in Canadian dollars)**
- **The income of the parent on which the amount of the child support is based as per the Child Support Guidelines**
- **What dates or events, if any, would make child or spousal support end (e.g. state if support survives payors death or charges the payors estate)**
- **If the primary caregiver changes, clarify any changes to support**
- **If/when removing a child from support order, then list remaining children**



Special Expenses

Special or extraordinary expenses are amounts due for a child under a maintenance order or agreement in addition to ongoing child support

Examples:

- Childcare costs
- Medical/dental
- Education (school expenses or tuition)
- Extraordinary/ extra-curricular





Fixed- Amount Expenses

- **Special or extraordinary expenses can be fixed amounts per the order or agreement**
- **Fixed amount expenses are the most straightforward for BCFMA to monitor and collect**





Receipt-Based Expenses



- **If guideline incomes are stated in the order AND the order states the payor is to pay their proportional share of an expense, BCFMA will calculate the amount to be paid**
- **BCFMA will only monitor and collect receipt-based expenses where the expense is clearly defined in the order**
- **The recipient is to provide receipts within 90 days of expense being incurred**
- **Challenges:**
 - **Maintenance programs in other jurisdictions may not collect receipt-based expenses**
 - **Submitting receipts and waiting for payment after a cost is incurred can be onerous for recipients**



How to Word Expenses in an Order

Expenses in an order or agreement should clearly state:

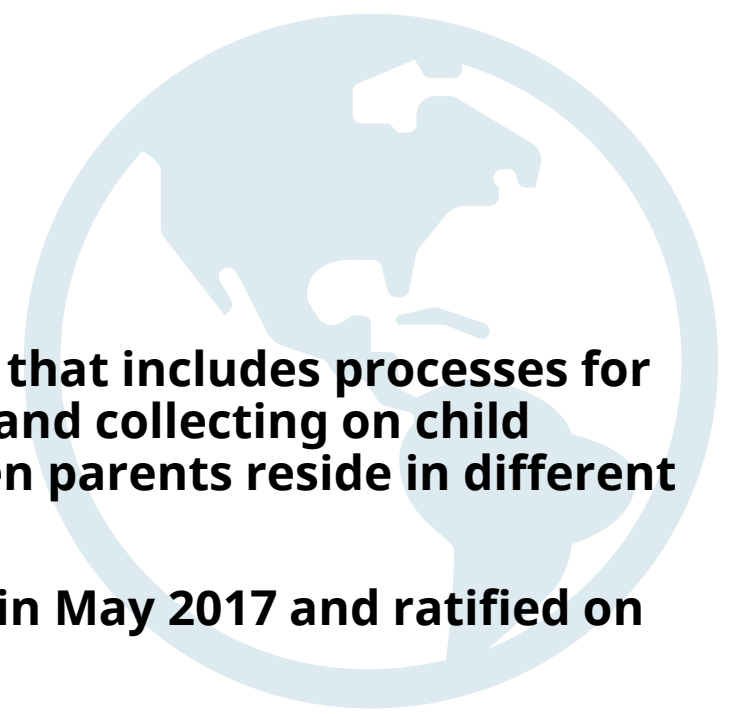
- **The expense amount separate from the child support amount**
- **Type of expense**
- **Name of the child to whom the expense relates**
- **The exact amount one parent is to pay the other parent for the expense**
- **The date payments are to start**
- **The frequency of payments (e.g. per month)**



Hague Convention

(HCCH 2007 Child
Support Convention &
Maintenance Orders
Protocol)

- An international multilateral treaty that includes processes for establishing, changing, recognizing and collecting on child support orders and agreements when parents reside in different countries
- Canada signed the 2007 Convention in May 2017 and ratified on October 27, 2023
- International Recovery of Child Support and Family Maintenance
- Legislation in effect on March 1, 2024 for B.C.
- BCFMA can now work with over 50 nations worldwide to monitor and collect on maintenance orders as of March 2024
- This is in addition to the Interjurisdictional Support Services (ISO)



Enrolment





How to Enrol

▶ Obtaining an Order

Submitting Enrolment Application

After Submitting

[Home](#) > [Enrol in BCFMA](#)

ENROL IN BCFMA

Some people enrol with BCFMA because they aren't getting their support payments, while others enrol simply because it's easier to have us collect and track their payments.

Anyone with a support order or agreement can enrol in BCFMA at no cost. There are only two requirements:

- the payor or recipient lives in BC; and
- has a valid support order or agreement from Canada or elsewhere that can be collected by BC.

A recipient living outside BC should enrol in the maintenance program where they live. When the payor lives here in BC, we can take steps to collect the support payments on behalf of that maintenance program.

If the payor or recipient's whereabouts is unknown, we can request a search for location, employment and assets through a variety of federal and provincial databases.

Payor living outside BC?

We have agreements with all Canadian provinces, the US and several other countries who can collect support payments on our behalf. [Find out more](#)

Children over 19



Special or Extraordinary Expenses





[Home](#) > [Enrol in BCFMA](#) > Submitting Enrolment Application

SUBMITTING ENROLMENT APPLICATION

If you already have a support order or agreement, just follow these easy steps to submit an application to start the enrolment process.



**Submit an
Online Application**

OR



**Download an
Enrolment
Application**

OR



**Request an
Enrolment
Application (by mail)**

How to Enrol

▶ Obtaining an Order

**Submitting Enrolment
Application**

After Submitting

Need help enrolling?

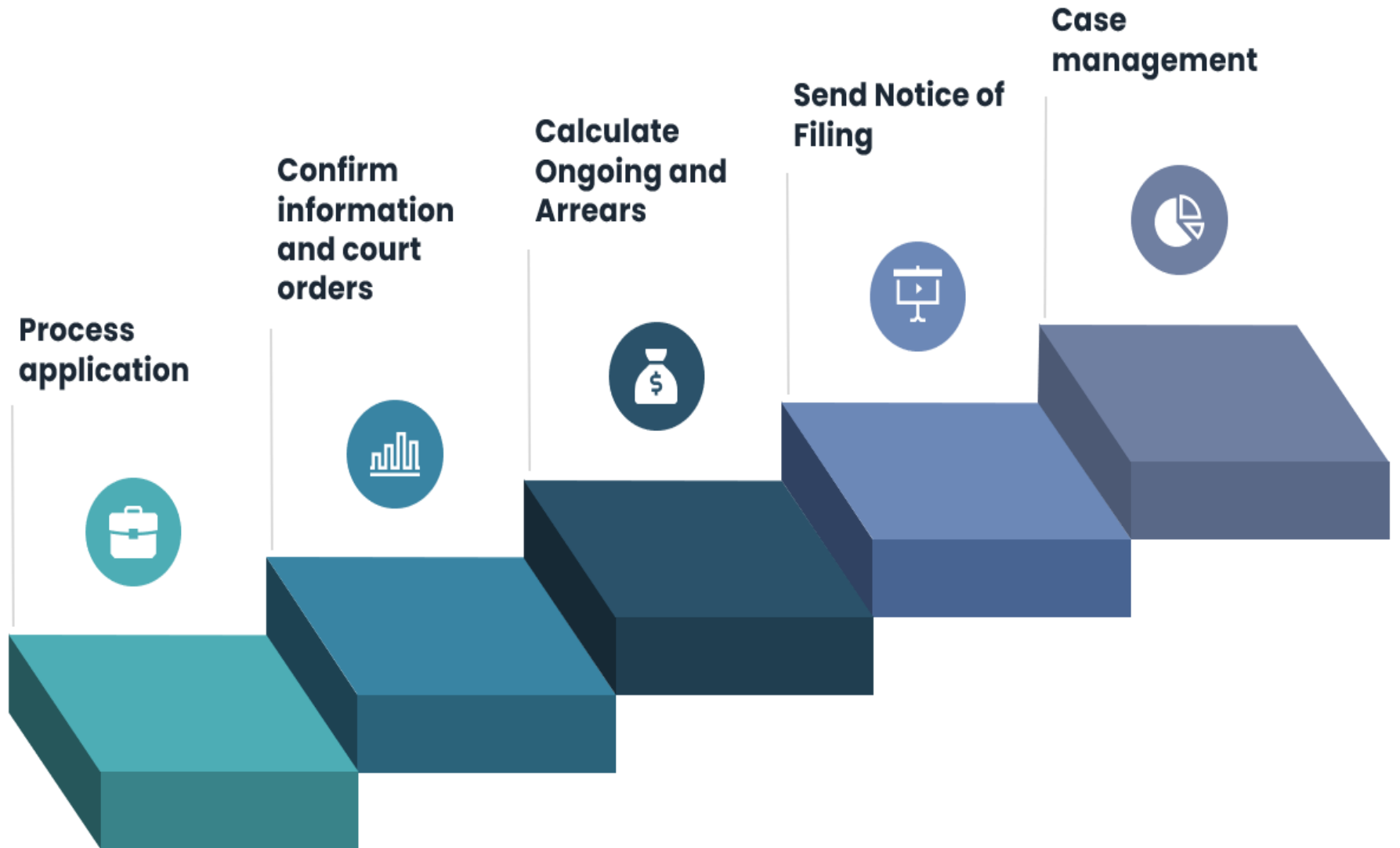
If you have any difficulty completing the forms, just contact us, we'd be glad to help.

Additional Forms

To complete the enrolment process you may need to send in forms about the amounts due and received under your support order or agreement.



Enrolment Steps





Case Management



Voluntary Payment Arrangements



Our goal is to work with payors to establish voluntary payment arrangements



Payment arrangements may include ongoing payments plus something towards the arrears



Where a Payor is unable to pay the ongoing, we will work with the payor to create a temporary arrangement



Recovery Tools

- **Each case assessed individually**
- **We take actions that we think may have the best chance of success**
- **If the payor falls into arrears, federal and provincial laws give us the authority to take several actions, such as:**
 - **Federal Interception**
 - **Notice of Attachment – income, bank accounts & property**
 - **Driver's Licence Cancellation**
 - **Federal Licence and Passport Denial**
 - **Court: Default Hearing and Committal Hearing**



Change in Circumstances & Challenges

Income changes

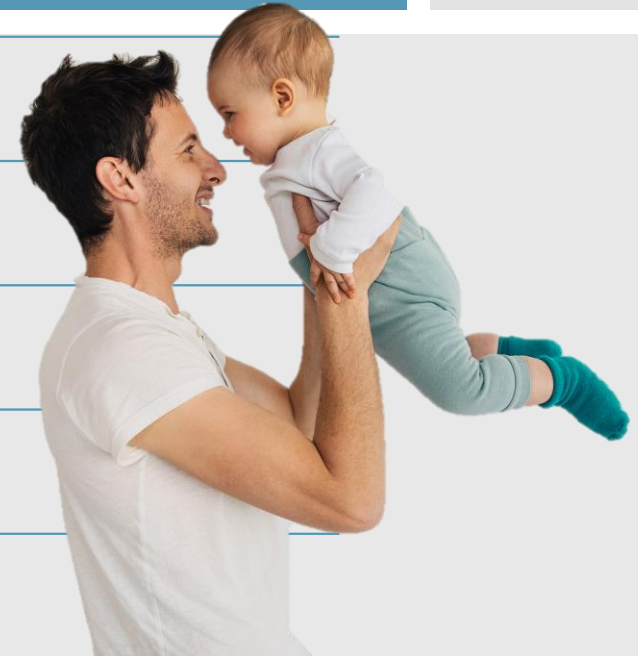
Multiple families

One party moves to another jurisdiction

Child over the age of majority

Section 7 special expenses

Ensuring that our services meet the changing needs of families





Indigenous Services



BCFMA commits to truth and reconciliation under the *Declaration of the Rights of Indigenous Peoples Act*



Objective: To create a trauma-informed, end to end service delivery model with dedicated Case Managers for Indigenous clients



Community Liaison: Consult, collaborate and receive feedback from First Nations and Indigenous communities



Working with Us

Ensure your client has given you permission to speak on their behalf

Help manage client's expectations of what BCFMA can and cannot do

Encourage clients to work with us to establish a voluntary payment plan

Ensure clients are keeping records of payments paid/received



Caution Files & Special Handling

When violence is a possibility, special precautions are taken to ensure client safety

Designated marker included in the file to alert staff about the potential risk of harm or violence

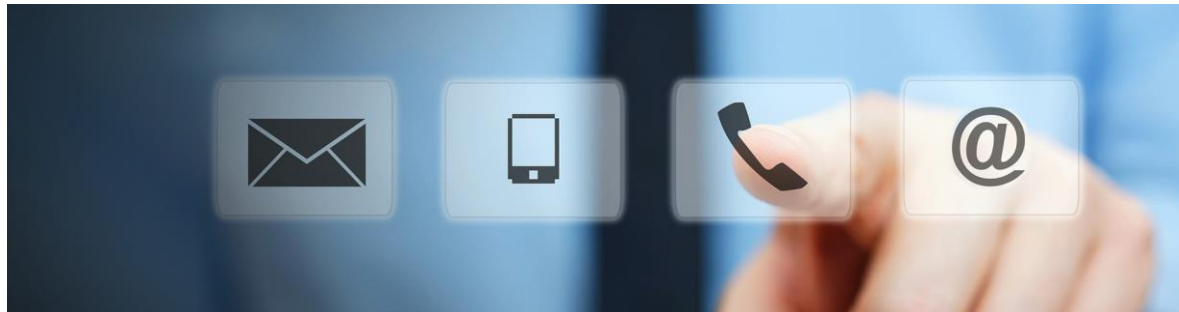
Cases where there is a Protection Order will be treated with special consideration (client safety is prioritized)

Hold the payor's copy of a recovery actions notification document for 5 days to allow the recipient time to take necessary precautions



Communication

- **Website: www.bcfma.ca**
- **Ways to Communicate with the Agency:**
 - Telephone (including callback requests)
 - Mail or fax
 - Online: web messages
 - Mobile app: web messages
- **Parties may authorize representatives to communicate on their behalf (legal counsel, social workers, family members etc.)**





BCFMA MY ACCOUNT APP

BCFMA launches new mobile app. It's now easier than ever to access your BCFMA My Account. Our mobile app provides a quick and convenient way for payors and recipients to access their case information.

[Learn More](#)

SIGN IN TO YOUR WEB ACCOUNT

Select Sign In to access or create your BCFMA web account.

[Sign In](#)

About BCFMA

- [What we do](#)
- [Handling your case](#)

Paying or Receiving Support

- [Direct Deposit](#)
- [Online Banking for Payors](#)

What's New

[BCFMA Launches New My Account Mobile App](#)

March 4, 2024

[Careers](#)[What's New](#)[Glossary of Terms](#)[▼ Contact Us](#)[Report a Problem With Website](#)[Trouble Signing In](#)[Home](#) > [Contact Us](#)

CONTACT US

Office Hours

Monday to Friday 8:30 am – 4:30 pm

Closed on Statutory Holidays

Mailing Address

Box 9216, Victoria, BC V8W 9J1

Phone & Fax

Phone: 1-866-557-2427

Fax: 250-220-4050

InfoLine: 1-800-663-3455

Outside of Canada/United States: 1-250-220-4040

Sending Payments

Mailing Address: BCFMA Payment Services

Box 9233, Victoria, BC, V8W 9J1

Communicating with BCFMA

We are committed to providing a safe, positive and respectful work environment. Any abusive or offensive language will not be tolerated when contacting the Agency. [Find out more](#) about our policy.

Getting information about your case

The easiest way to get information about your case is to:

- Sign in to [My Account](#)
- Call InfoLine 1-800-663-3455

The background of the slide is a light blue color with a pattern of question marks. Some question marks are in a slightly darker shade of blue, while others are a lighter shade, creating a subtle texture. On the left side, there is a dark blue rectangular overlay.

Questions?