

BC FAMILY MAINTENANCE AGENCY CLIENT INFORMATION REQUESTS

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

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

- a BCFMA web account to access the website, or
- your BCFMA Case ID and Personal Identification Number (PIN) to access InfoLine.

BCFMA Website

www.bcfma.ca

What is available on the 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 collection actions in place
- Name of the jurisdiction where payor lives or where collection will occur, if applicable
- Mailing address of BCFMA office
- Mailing address for BCFMA Payment Services
- The name of the other person associated with the support order or agreement (recipient or payor)
- E-messages sent by you and attachments, if applicable; e-messages sent to you
- The address and phone number(s) BCFMA has on the file for you
- Copy of your support order or agreement
- Banking information for direct deposit
- Your email address and security questions used for your web account

BCFMA InfoLine

1-800-663-3455

What is available through the InfoLine:

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

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

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

BC Family Maintenance Agency
Box 9216
Victoria, BC V8W 9J1
1-866-557-2427
Fax 250-220-4040

What is information is available when contacting the BCFMA office:

Information you have already provided BCFMA:

- Correspondence and attachments received from you
- Forms completed by you
- The address and phone number(s) BCFMA has on file for you
- Court file number and location
- Copy of support orders or agreements
- Terms of supports orders or agreements
- Historical e-messages sent by you with attachments, if applicable.

Information BCFMA 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 collection 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. BCFMA 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 BCFMA 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)*, BCFMA 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, BCMFA 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.