



How to File a Canada Pension Plan Appeal (General Division)



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1. Who We Are and What We Do

The Social Security Tribunal of Canada is a quasi-judicial administrative tribunal that is independent of the Department of Employment and Social Development Canada. The Tribunal has the mandate to hear and make decisions on appeals of reconsideration decisions that were made by the Minister of Employment and Social Development Canada (ESDC).

If you disagree with an ESDC reconsideration decision related to a claim for *Canada Pension Plan* benefits, you may appeal this decision to the Tribunal.

The Tribunal's mandate is to offer fair, impartial and efficient appeal processes for Canadians.

The Tribunal consists of a General Division and an Appeal Division. All appeals to the Tribunal must start at the General Division, first level of appeal. Where a party believes the General Division decision contains an error, the party may file an appeal at the second level of appeal, the Appeal Division. All decisions are made by a single member.

The Tribunal understands that the appeal process may seem long and that waiting for a decision can be difficult. However, the Tribunal must follow the laws and regulations to render quality decisions in a timely manner.

1.1. Who can appeal

For all benefits under the *Canada Pension Plan*, you can appeal the ESDC reconsideration decision if you are:

- an applicant for the benefit (meaning the person who applied for the benefit); or
- a beneficiary of the benefit (meaning the person who is receiving the benefit).

The benefits under the *Canada Pension Plan* are: disability pension, retirement pension, death benefit, survivor's pension, disabled contributor's child's benefit, orphan's benefit, and post-retirement benefit.

For a Division of Unadjusted Pensionable Earnings, also known as a division of pension credits, you can appeal an ESDC reconsideration decision if you are:

- a spouse,
- a former spouse,
- a common-law partner,
- a former common-law partner, or
- an estate.

For the assignment of a retirement pension, you can appeal if you are:

- a beneficiary (meaning the person who is receiving the benefit), or
- a beneficiary's spouse or common-law partner.

2. Canada Pension Plan Appeal Process at the General Division

2.1. Before appealing

Before you can file an appeal with the Tribunal, you must complete the reconsideration process of Employment and Social Development Canada (ESDC).

If ESDC makes a decision under the *Canada Pension Plan* that you do not agree with, you must first ask ESDC to reconsider its decision. ESDC will go through a reconsideration process and decide whether to change or keep the original decision, and will send you a reconsideration decision. If you disagree with the reconsideration decision, you may then appeal that decision to the Tribunal.

Example

- 1) You apply for a disability pension.
- 2) ESDC responds to your application and says you do not qualify for a disability pension. You do not agree.
- 3) You ask ESDC to reconsider its decision. ESDC goes through the reconsideration process and sends you a letter saying it is not changing its original decision.
- 4) You disagree with ESDC reconsideration decision. Now, you may appeal to the Tribunal's General Division by following the instructions below.

2.2. When to appeal

The Tribunal must receive your appeal within **90 days** after the day that the Minister of Employment and Social Development Canada (ESDC) reconsideration decision is communicated to you, by letter or by telephone.

To make sure you don't miss the deadline, start counting days on the day immediately following the day the ESDC reconsideration decision is communicated to you (holidays and weekends are included in the 90 days).

Example

If you received the ESDC reconsideration decision on September 3, then September 4 is day 1. This means that the Tribunal must receive your appeal no later than December 2.

If December 2 falls on a Saturday or Sunday, the Tribunal must receive your appeal no later than the following Monday.

September							October							November							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2	1	2	3	4	5	6	7				1	2	3	4							
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11	→	2	3	4	5	6	7
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18	8	9	10	11	12	13	14
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25	15	16	17	18	19	20	21
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30			22	23	24	25	26	27	28
																					29	30	31				

2.3. How to appeal and related information

How to appeal

To file an appeal, please complete the Notice of Appeal – Income Security – General Division form. If you cannot access the Notice of Appeal form online, please contact the Tribunal and it will send you a form. See section 8 for contact information.

Make sure that you include all the required information, and to attach the reconsideration decision of the Minister of Employment and Social Development Canada (ESDC) when submitting your Notice of Appeal – Income Security – General Division form. You cannot appeal to the Tribunal until you have your ESDC reconsideration decision. If you have misplaced your ESDC reconsideration decision, call or visit a Service Canada office. To find the Service Canada office nearest you, go to www.canada.ca or call 1-800-622-6232.

Reasons to appeal

The Tribunal needs to understand why you believe the ESDC reconsideration decision is wrong. In your Notice of Appeal form, please explain the reasons for your appeal.

In your explanation, you should address:

- Why you think the ESDC decision is wrong

- How you can prove to the Tribunal that you should receive the benefit you were denied

- If you have documents that could support your argument and, if so, provide them to the Tribunal

The Tribunal member needs to fully understand the reason(s) for your appeal because they will use your information, as well as the information from the other parties, to make a decision. Leaving out important or relevant information can impact the outcome of your appeal.

Late appeals

If you file your appeal after the 90 day deadline, your appeal may not be accepted. You will need to explain why your appeal is late on your Notice of Appeal form.

A Tribunal member will decide whether to allow your appeal to move forward based on your written explanation. You may include documents that support your explanation, such as a copy of a doctor's report. You should explain:

- The reason your appeal is late
- The arguments you have to support your appeal and show that it has a chance of success
- The steps you took that show that you were always planning to appeal
- Why allowing the late appeal would not be unfair to the other party

A Tribunal member cannot allow your appeal to proceed if more than 12 months have passed since the ESDC reconsideration decision was communicated to you.

If the Tribunal member refuses to allow your appeal to move forward because it was late, the General Division will close your appeal file. You may appeal this decision to the Tribunal's Appeal Division by submitting an Application to the Appeal Division – Income Security form within 90 days. Please find this form at <http://www1.canada.ca/en/sst/forms.html>, or contact the Tribunal to obtain a copy.

Where to submit an appeal

You may mail, email or fax your appeal documents to the Tribunal. See section 8 of this document for contact information.

Added party

In certain types of *Canada Pension Plan* appeals, a person or persons, in addition to the appellant, may have a direct interest in the decision of the Tribunal.

The Tribunal member may add a party to an appeal either on their own initiative or further to a person requesting to be added as a party to an appeal.

For *Canada Pension Plan* appeals involving a survivor's pension, a division of unadjusted pensionable earnings or an assignment of a retirement pension, the Minister of Employment and Social Development Canada (ESDC) must notify the Tribunal of any person who may be directly affected by the decision of the Tribunal. The Tribunal must then add that person as a party to the appeal.

Example

ESDC made a reconsideration decision finding that a death benefit could not be paid to the applicant because another person received the benefit. The applicant appealed the reconsideration decision to the Tribunal. If the Tribunal member finds that the person who was paid the death benefit has a direct interest in the decision of the Tribunal, the Tribunal member will add that person as a party to the appeal.

When the Tribunal member adds a party to the appeal, the added party will receive copies of all documents filed by the other parties in the appeal. An added party has the right to submit written submissions and documents to the Tribunal and to participate in a hearing.

The Tribunal also sends the decision to the added party.

How to request to be added as a party

To request to be added as a party, please send a written request to the Tribunal along with the following information:

- Your contact information
 - First and last name
 - Address
 - Telephone number
 - Fax number (if you have one)
 - Email address (if you have one)
- The reasons you have a direct interest in the decision
- Your signature on your request to be an added party
- If you have a representative, their name and contact information (address, telephone number and, if they have one, a fax number and email address)
- Both your and your representative's (if you have one) signature, to show that you both agree with representation

The Tribunal member will review the request and decide if the person has a direct interest in the decision that will result from the appeal. All parties will be notified of the Tribunal member's decision to add a party to the appeal. If the Tribunal member refuses the added party request, this decision may be appealed to the Appeal Division.

Summary dismissals

The law requires that Tribunal members decide, based on the information in the file, if the appeal has a reasonable chance of success. If the Tribunal member determines that there is no reasonable chance of success, the Tribunal member will then begin the summary dismissal process.

The Tribunal will send you a letter to let you know of the Tribunal member's intention to summarily dismiss your appeal. You will have the opportunity to explain why your appeal should not be summarily dismissed. The Tribunal member will review any information that you submit.

The Tribunal member will decide whether to:

- a) summarily dismiss the appeal (with this decision, there is no hearing); or
- b) continue the appeal process and decide on the type of hearing or make a decision on the record.

If your appeal is summarily dismissed, you can appeal to the Appeal Division.

Example

You disagree with the ESDC reconsideration decision denying you a disability pension. You believe that because you have paid into the *Canada Pension Plan*, it is only fair for you to receive a disability pension now that you feel you are disabled. However, the law requires a specific number of years of valid contributions to the *Canada Pension Plan* to qualify for a disability pension. If you do not have the required number of years of contributions, the Tribunal member may decide to summarily dismiss your appeal, as he or she must apply the law as it is written. In such a case, the summary dismissal process would begin.

Filing documents

Deadlines to submit documents

Parties to an appeal have up to one year from the date the Tribunal received the Notice of Appeal to file documents and written submissions. However, if parties do not have additional documents or if they have filed all their documents before the end of the one year and are ready to proceed, parties can complete and send the Notice of Readiness form to the Tribunal. The Tribunal will send all other parties a copy of any Notice of Readiness forms filed with the Tribunal.

The Notice of Readiness form signals to the Tribunal that the party sending the form:

- Is ready for a Tribunal member to decide the appeal or schedule a hearing to hear the parties before deciding the appeal; and
- Has sent to the Tribunal all the documents they want the Tribunal to consider.

The Tribunal needs one signed Notice of Readiness form **from each party** before it can assign the appeal to a Tribunal member.

This means that within the one year, parties can:

- i. File documents with the Tribunal until the one year deadline (this date will be indicated in the Tribunal's letters to you); or
- ii. Advise the Tribunal they are ready to proceed, by signing the Notice of Readiness Form and sending it to the Tribunal. Parties can attach documents to the form.

If you send documents to the Tribunal after the deadlines for filing documents, they will not be automatically considered. It will be up to the Tribunal member assigned to the appeal to decide whether to consider and accept those documents.

As a general rule, the deadlines for filing documents are:

- When the Tribunal advises the parties that all parties have filed the Notice of Readiness form; or
- One year from the date the Tribunal received the Notice of Appeal.

If documents are filed within the last 30 days of the one year period, parties will have an extra 30

days (meaning a total of 395 days) to file documents.

Documents to submit in support of your appeal

If your appeal relates to a disability pension, supporting documents could include things such as copies of:

- Medical reports
- Specialist's reports
- Multidisciplinary evaluations (for example functional capacity assessments)
- Worker's Compensation Board or Worker's Safety and Insurance Board file
- Proof of attempts to work or attempts to find work

If your appeal relates to another benefit under the *Canada Pension Plan*, supporting documents will vary depending on the issue being appealed.

Only send copies to the Tribunal. Keep all originals.

All documents submitted to the Tribunal must be in English or French. Any documents sent to the Tribunal in a language other than English or French will not be accepted. They will be returned to the party who submitted the documents.

Documents in a language other than English or French must be translated into French or English. The party who wishes to file the document is responsible for the translation.

Sharing of documents

The Tribunal will send all parties copies of all documents filed by other parties (such as ESDC, or an added party). This ensures that all parties, and the Tribunal member, have the same information.

2.4. Key steps in an appeal

Step 1 | To start an appeal, please complete the Notice of Appeal – Income Security – General Division form and submit it to the Tribunal, along with the reconsideration decision of the Minister of Employment and Social Development Canada (ESDC).

Step 2 | The Tribunal will send you a letter to confirm it received your appeal. If your appeal is missing information, the Tribunal will ask you to provide it. The appeal process will not start until the Tribunal receives all missing information. If your appeal appears to be late, the Tribunal will inform you of this. The appeal process will not start until a Tribunal member decides if your appeal can move forward.

Step 3 | The Tribunal will contact ESDC to inform it of your appeal and ask for a copy of all documents relating to your file. The Tribunal expects to receive the documents from ESDC within 20 days of the request.

Step 4 | The Tribunal will send you a letter explaining the appeal process and a copy of the documents the Tribunal received from ESDC. In addition, the Tribunal will send you a Notice of Readiness form to complete and submit to the Tribunal. For more information about the Notice of Readiness form and when to complete and send it to the Tribunal, please refer to Filing Documents.

Note: The Tribunal will provide all parties to the appeal with a copy of the documents it receives from each party. This means that, for example, any documents you file will be shared with ESDC and any documents ESDC files will be shared with you.

Step 5 | In most cases, the appeal will be assigned to a Tribunal member when the Tribunal has received one signed Notice of Readiness form from **each of the** parties (that is, the appellant, the respondent, and the added party if there is one) **or one** year after the Tribunal received a complete appeal.

Step 6 | The law requires the Tribunal member to decide if the appeal should be dismissed on a summary basis (without holding a hearing). The Tribunal member will summarily dismiss an appeal if he or she finds that the appeal has no reasonable chance of success.

If an appeal is not summarily dismissed, the Tribunal member will decide the appeal based on the documents and submissions on file or may decide to conduct a hearing.

If the Tribunal member decides the appeal based on the documents and submissions on file (also known as “on the record”), the Tribunal will send you the Tribunal member’s decision in writing.

Step 7 | If the Tribunal member decides to conduct a hearing, you and your representative (if applicable) will receive a Notice of Hearing to inform you of the type of hearing and the time, date, and location of the hearing. The Tribunal member may hold a hearing:

- by teleconference;
- by videoconference;
- in-person; or
- by written questions and answers.

Step 8 | After the hearing the Tribunal member will make a decision on your appeal. The Tribunal will send you this decision in writing. The Tribunal has service standards that identify the timelines in which you can expect your decision to be issued.

Step 9 | If you disagree with the decision of the General Division, you may wish to go to the Appeal Division for information on your options. Please see the How to File a Canada Pension Plan Appeal (Appeal Division) brochure or visit <http://www1.canada.ca/en/sst/index.html> or call 1-877-227-8577 to get a copy.

2.5. Hearings

Hearings are open to the public. However, all or part of a hearing may be held in private if the Tribunal member finds it necessary based on the circumstances of the case. A party may ask the Tribunal member to hold all or part of a hearing in private. This request must be made at the beginning of the hearing.

Types

The Tribunal may hold a hearing:

- by teleconference;
- by videoconference;
- in-person; or
- by written questions and answers

The Tribunal member will decide what type of hearing will be held.



Teleconference hearings

A teleconference hearing takes place by telephone.

A Notice of Hearing will be sent to you and your representative (if you have one). The Notice of Hearing will advise you of the date and time for the teleconference hearing and will include the teleconference number you will have to call. You are responsible for calling the number provided in the Notice of Hearing.

If you have a witness, or witnesses, you must ensure that they are able to call the teleconference number at the scheduled date and time.

Plan to dial-in 10 minutes before the time set for the teleconference hearing. Normally, teleconference hearings do not last longer than 1 hour.

The Tribunal makes an audio recording of every teleconference hearing. Parties may contact the Tribunal to ask for a copy of the recording.

Videoconference hearings

A hearing by videoconference takes place using videoconference equipment so that the participants can hear and see one another from different locations. For example, the parties may be in one location and the Tribunal member in another.

A Notice of Hearing will be sent to you and your representative (if you have one). The Notice of Hearing will advise you of the date, time and location of the videoconference hearing.

The Tribunal will normally schedule the videoconference at a location nearest to the address you have provided to the Tribunal. This will usually be at a local Service Canada office.

If you have a witness, or witnesses, you must ensure that they are available to attend the videoconference hearing at the scheduled date, time and location.

Plan to arrive 30 minutes before the time set for the videoconference hearing. Normally, videoconference hearings do not last longer than 1 hour.

The Tribunal makes an audio recording of every videoconference hearing. Parties may contact the Tribunal to ask for a copy of the recording.

In-person hearings

For an in-person hearing, all parties and the Tribunal member attend the hearing in the same location.

A Notice of Hearing will be sent to you and your representative (if you have one). The Notice of Hearing will advise parties of the date, time and location of the in person hearing.

The Tribunal will normally schedule the in-person hearing at a location nearest to the address you have provided with your appeal. This will usually be at a local Service Canada office.

If you have a witness, or witnesses, you must ensure that they are available to attend the in-person hearing at the scheduled date, time and location.

Plan to arrive 30 minutes before the time set for the in-person hearing.

The Tribunal makes an audio recording of every in-person hearing. Parties may contact the Tribunal to ask for a copy of the recording.

Written questions and answers hearings

Hearings by way of written questions and answers are conducted without the parties present. The Tribunal member will ask questions, in writing, of one or more of the parties and the parties will have to provide their answers in writing.

The Notice of Hearing will set out the questions, who must answer them, and the date by which the Tribunal must receive the answers. The Tribunal must receive the answers to the questions by the deadline identified in the Notice of Hearing.

The Tribunal will send the answers received from each party to all the other parties, with a deadline for any additional input. The Tribunal member may also ask follow-up questions.

After the deadlines have passed, the Tribunal member will decide the appeal based on the information in the appeal file.

How to prepare for a hearing

- 1) When preparing for your hearing, you should consider what will help the Tribunal member understand the reasons for your appeal and whether there is anyone who has information that could assist you at the hearing (a witness).
- 2) Please read the ESDC reconsideration decision again and review all the material that the Tribunal has sent to you.
- 3) You may want to consult previous Social Security Tribunal decisions, the laws and regulations.
- 4) Consider addressing questions such as: With what do you disagree? Why do you believe you are eligible for the benefit you were denied?
- 5) All Social Security Tribunal hearings are held in either English or French. If you have limited English or French skills, contact the Tribunal as soon as you receive your Notice of Hearing and the Tribunal will provide you with an interpreter at no cost to you.
- 6) Organize your paperwork and bring all your documents with you to the hearing. Please be sure to bring the complete and page-numbered record provided to you by the Tribunal.
- 7) Arrive sufficiently in advance of the start time of the hearing.

How to request a change in hearing date

Within 2 days of receipt of the Notice of Hearing

You can request a change of hearing date by contacting the Tribunal by telephone within 2 business days of receiving your Notice of Hearing. Tribunal staff will set a new hearing date that takes your availability into account. This is an administrative change that is available usually only once to each party.

Beyond 2 days of receipt of the Notice of Hearing

If more than 2 business days have passed since you received your Notice of Hearing or if you have already received an administrative change and you want to change the hearing date, you must request an **adjournment**.

Requesting an adjournment

An adjournment request to the Tribunal must be in writing (letter, email or fax) and must explain

why you cannot attend the hearing on the date and time set out in the Notice of Hearing. The Tribunal member will decide whether or not to grant the adjournment request.

If the Tribunal member grants your request, the Tribunal will set a new hearing date that takes your availability into account. If the request is refused, the hearing will proceed as scheduled.

If the Tribunal member agrees to your request for an adjournment, the Tribunal member will not grant you a second adjournment request unless there are exceptional circumstances.

Unless you receive notice from the Tribunal that your hearing date has been changed, the hearing will go ahead on the date and time identified in the Notice of Hearing.

Hearing structure

The Tribunal member presides over the hearing.

The time required for a hearing varies depending on the number of witnesses and the complexity of the issues in the appeal. Most Canada Pension Plan hearings last about 1 hour and 30 minutes.

A Tribunal hearing (other than a written question and answer hearing) follows a set structure:

Start of the hearing

At the start of a hearing, the Tribunal member will offer opening remarks and explain how the hearing will be conducted.

Evidence

Everyone who will testify as a witness at the hearing must make a solemn affirmation to tell the truth.

Every party will have a chance to present their case, including having a witness testify. Generally, the evidence portion of the hearing begins with the appellant offering his or her point of view and responding to the Tribunal member's questions; followed by any appellant witness(es). If Employment and Social Development Canada (ESDC) attends, ESDC follows the appellant (or the appellant's witnesses, if applicable), then any additional parties.

Everyone who is a witness at a hearing may be asked questions by the Tribunal member and by any other party to the appeal.

The Tribunal member will tell parties and witnesses when it is their turn to speak.

Before the end of the hearing, each party will get one last chance to state why they believe the Tribunal member should decide in their favour and make a factual or legal argument if they wish.

Conclusion and decision

The hearing generally concludes with closing remarks from the Tribunal member. The Tribunal

member will then decide the matter and write their decision.

The Tribunal will send the decision by mail to you and your representative, if you have one. The Tribunal strives to issue decisions as soon as possible after the hearing, and in accordance with the Tribunal's service standards.

2.6. Decisions

The Tribunal will send the decision by mail to you and your representative, if you have one.

Members strive to meet the Tribunal's service standards and issue timely decisions. Exceptional cases, such as group appeals, Charter cases, late appeals, cases in abeyance, or those with added parties, will generally take more time to process. Another reason for the Tribunal not to meet the proposed standards would be where requests for extension of time are granted to ensure that natural justice is respected. In addition, there are several factors beyond the Tribunal's control that may prevent it from adhering to the service standards, such as a surge in the volume of cases, the complexity of cases and the availability of members.

The Tribunal publishes, on its website, a selection of relevant decisions from the General Division. However, the name of the claimant and those of personal acquaintances (when applicable) are replaced by initials, and personal information, such as date of birth, address and social insurance numbers, is replaced with an X.

After receipt of the General Division decision

If you disagree with the decision made by the General Division, you can appeal to the second level of appeal at the Tribunal, the Appeal Division.

In limited circumstances, parties may also be able to submit an application to rescind or amend. Please see the How to File a Canada Pension Plan Appeal (Appeal Division) brochure or visit <http://www1.canada.ca/en/sst/index.html> for more information or call 1-877-227-8577 to get a copy.

3. Representatives

Parties to an appeal can represent themselves before the Tribunal.

Parties also have the right to name a representative (such as a friend, family member, lawyer or other professional) at any time during the appeal. To do so, parties must complete and sign the Appointment of a Representative and Authorization to Disclose form. This form gives the representative permission to act on the party's behalf. Once a representative is named, the Tribunal will communicate and share information with the representative. It is the representative's responsibility to share all information related to the appeal with the party who has engaged the representative. Whether represented or not, all parties will receive the Notice of Hearing and the Tribunal's decision directly from the Tribunal.

If a party decides to change their representative or to no longer use a representative, the party must complete and send a revised Appointment of a Representative and Authorization to Disclose form to the Tribunal as soon as possible.

Parties are responsible for all costs related to representation.

Some parties may qualify for Legal Aid services or for a free consultation with a lawyer. Local or national organizations may also advise parties. The Tribunal cannot provide any legal advice or recommend a representative.

3.1. Role of a representative

A representative can help throughout the appeal by preparing or obtaining documentation in support of the appeal, preparing the Notice of Appeal, questioning witnesses at the hearing and making submissions. A representative may:

- represent a party for the entire appeal, including the hearing;
- help a party until the hearing and the party attends the hearing alone; or
- represent a party at the hearing whereas it is the party who has managed the appeal until then.

A witness is a person who provides evidence to the Tribunal. A representative is not normally a witness.

4. Costs

There is no fee to file an appeal with the Tribunal. However, parties may have to cover some or all of the following:

- Photocopying
- Sending documents to the Tribunal by Canada Post or a courier service
- Paying a health professional to write a report on your behalf (if you so choose)
- Hiring a representative to appear on your behalf
- Translating documents from another language into either English or French
- Taking time off work to participate in your hearing
- Paying the expenses of your witness(es) to participate in the hearing (if required)
- Travelling to the hearing (if an in-person or videoconference hearing is selected)

Note that subsection 63 (1) of the *Department of Employment and Social Development Act* reads:

"Any party who is required to attend a hearing may, if the Chairperson in any particular case for special reasons considers it warranted, be reimbursed for their travel or living expenses up to the amounts determined by the Chief Administrator of the Administrative Tribunals Support Service of Canada, or be paid any allowance, including compensation for lost remuneration, in accordance with the rates fixed by that Chief Administrator."

5. Interpreters and translation

Parties have the right to communicate with the Tribunal in either of Canada's official languages: English or French.

5.1. Interpreters

For hearings heard in-person, videoconference or teleconference, the Tribunal will provide interpretation services for persons who cannot communicate effectively in English or French. In such cases, the Tribunal will provide and pay for an interpreter. An interpreter will translate questions and answers, and anything else that is said at the hearing. Please note that an interpreter cannot represent a party.

If a party needs an interpreter for the hearing, contact the Tribunal as soon as possible.

5.2. Translation of documents

All documents submitted to the Tribunal must be in English or French. Any documents sent to the Tribunal in a language other than English or French will not be accepted. They will be returned to the party who submitted the documents.

Documents in a language other than English or French must be translated into English or French. The translation is the responsibility of the party who wishes to file the document.

All translations must include the translator's contact information (address, telephone number and email address) and a signed and dated declaration from the translator that the translation is complete and accurate. The Tribunal must be provided with both the document in its original language and the translated version.

Parties are responsible for these translation costs to English or French. The Tribunal may verify the translation to ensure that it is accurate.

6. Service Standards

The Tribunal is constantly striving to provide Canadians with efficient and high quality services. To that end, the Tribunal has set service standards for each section and division, and is making every possible effort to meet them.

These service standards were developed in 2015, based on a series of assumptions, an analysis of the Tribunal's capacity, in terms of both members and staff, the specific caseload volumes in each Section/Division, the evolving state of our operational systems, the current legislation and regulations, reasonable expectations of parties and experience to date. These service standards may be revised from time to time as circumstances change.

The Tribunal's service standards apply to general caseloads. Exceptional cases, such as group appeals, constitutional cases, late appeals, cases in abeyance, or those with added parties, will generally take more time to process.

There are several other factors beyond the Tribunal's control that may prevent it from adhering to its service standards, such as a surge in the volume of cases, the complexity of cases, the availability of members and their capacity to meet performance expectations. In addition, the Tribunal may not meet the service standards if parties request, and are granted, adjournments or an extension of time.

For the General Division – Income Security section (*Canada Pension Plan*), the following service standard will be in effect for all new cases received as of December 1, 2015:

85% of cases will be decided within 5 months of the appeal becoming ready to proceed.

7. Other Tools Available

When preparing for your hearing, we invite you to consult the following tools also available on our website:

- **Canada Pension Plan reference tool** - <https://www1.canada.ca/en/sst/rdl/refcpp.html>
- **Organizations that can help** - <https://www1.canada.ca/en/sst/organizations.html>
- **Laws, regulations and practice directions** - <https://www1.canada.ca/en/sst/legislation.html>
- **Code of Conduct for Members** - <https://www1.canada.ca/en/sst/rdl/memcodcon.html>

8. Contact Us

The Tribunal provides service in English and French. The fastest way to send the Tribunal information is by email.

8.1. To reach the Tribunal

Mailing address



Social Security Tribunal of Canada
PO Box 9812
Station T
Ottawa, ON K1G 6S3



Email

info.sst-tss@canada.gc.ca



Telephone

From 7:00 a.m. to 7:00 p.m. Eastern Time - Monday to Friday:
1-877-227-8577 (toll-free in Canada and the United States)
613-437-1640 (from outside Canada and the United States, call collect)



Fax

1-855-814-4117 (toll-free in Canada)
1-613-941-5121 (long distance charges may apply)



TTY

For those who are deaf or hard of hearing
1-866-873-8381 (toll-free in Canada and the United States)
1-613-948-8181 (from outside Canada and the United States, call collect)

8.2. Mail from the Tribunal

The Tribunal will mail you important information about your appeal, such as hearing date, deadlines and decisions. It is in your best interest to open and respond to any letter from the Tribunal as soon as possible.

It is important to notify the Tribunal of any change to your contact information. You can update your mailing address and/or telephone number quickly and easily by contacting the Tribunal through any of the communication methods listed above.