

Review of Administrative Decision

Have you recently been denied a request that affects your pension?

If you disagree with any decision that affects your pension plan status or benefit payments, you have a right to have that decision reviewed; if you disagree with the results of that review, you may have the right to a review by the Board. This process is described briefly in your Management Employees Pension Plan (MEPP) *Member's Handbook*.

This Information Sheet provides more detailed guidelines if you are considering appealing a decision. However, before you initiate a review, there are two steps you should take.

1. Seek a full explanation

Ask Alberta Pensions Services Corporation (APS), MEPP's pension administrator, for a full explanation. Our staff will be able to answer your questions and explain the pension plan regulations. After receiving the explanation, you may be satisfied and decide that a review by the Board is unnecessary. To seek an explanation or find out more information about a given decision, contact the Member Service Centre at 1-877-889-MEPP (6377) or write to MEPP c/o Alberta Pensions Services Corporation at 5103 Windermere Blvd. SW, Edmonton, Alberta, T6W 0S9.

2. Request an administrative review

Do you believe we may have overlooked some important information? Write a letter to APS, include this information and ask for an administrative review of the decision. Be sure to detail your concern with the decision and why you believe it should be reviewed. Please include your social insurance number and employer name and address in your letter.

This review is a more detailed look at the nature of the decision affecting your pension plan status. APS management will closely examine your submission, the information in your file and the decision. They will ensure that legislation and/or administrative policy has been correctly applied. We will then respond to you in writing with its findings.

Your request for an administrative review should be made *in writing, within 30 days from the date you received the written decision with which you disagree.*

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If you've spoken with our staff, had an administrative review, and still disagree with the decision, you have the right to ask MEPP Board for a review.

When you request a Board review, you may submit a formal written statement explaining your position on the matter. You may do so by letter or by using the form available from your employer or APS. Your MEPP employer will be informed of your decision to appeal.

The request for a Board review must be made in writing *within 60 days following the date on which the administrative review decision was made.*

If you stand to lose benefits because you missed one of the Plan's time limits, you can apply for an extension by submitting a form or letter to the Board. ***You must apply within 60 days of the date you were informed of the missed deadline.***

When you request a Board review, you:

- have the right to fair and unbiased procedures, and reasonable decisions;
- will receive in writing the reasons for the final decision made by the Board.

It is important to note that the Board is governed by provincial legislation and therefore can only award benefits as indicated in the legislation.

Preparing for your hearing

You will receive written notice of the date of your hearing at least seven days before the hearing date. Included with the notice will be a copy of the case description of your appeal. In the case description, APS submissions will include background information on your case and the rationale behind the original decision made by the Corporation. We will ensure you agree with the summary of facts before your case is presented to the Board.

The Board review

At the hearing, the Board will review:

- your formal statement detailing your objections to the earlier decision and the basis for the Board review;
- full documentation of the facts of the case;
- a full explanation of the authority under which the decision was made, including the basis in legislation, policy or business practice to aid the board in orienting themselves to the action that will be required; and
- The Corporation's rationale for the decision.

The decision

The Board will notify you and APS of its decision, and the reasons for the decision, within 10 days after the date of the review.

Need information?

Alberta Pensions Services Corporation (APS) proudly serves MEPP and provides responsive and focused member service on behalf of the Plan.

If you require more information on reviewing an administrative decision, please contact the human resources unit of your employer, or former employer. You may also contact APS through the Member Services Centre as follows:

Address: MEPP c/o Alberta Pensions Services Corporation
5103 Windermere Blvd. SW
Edmonton, AB T6W 0S9

Telephone: 1-877-889-MEPP (6377)

E-mail: memberservices@mepp.ca

Web site: www.mepp.ca

This information package contains general information only. Should anything in the package conflict with governing legislation, the latter shall apply.