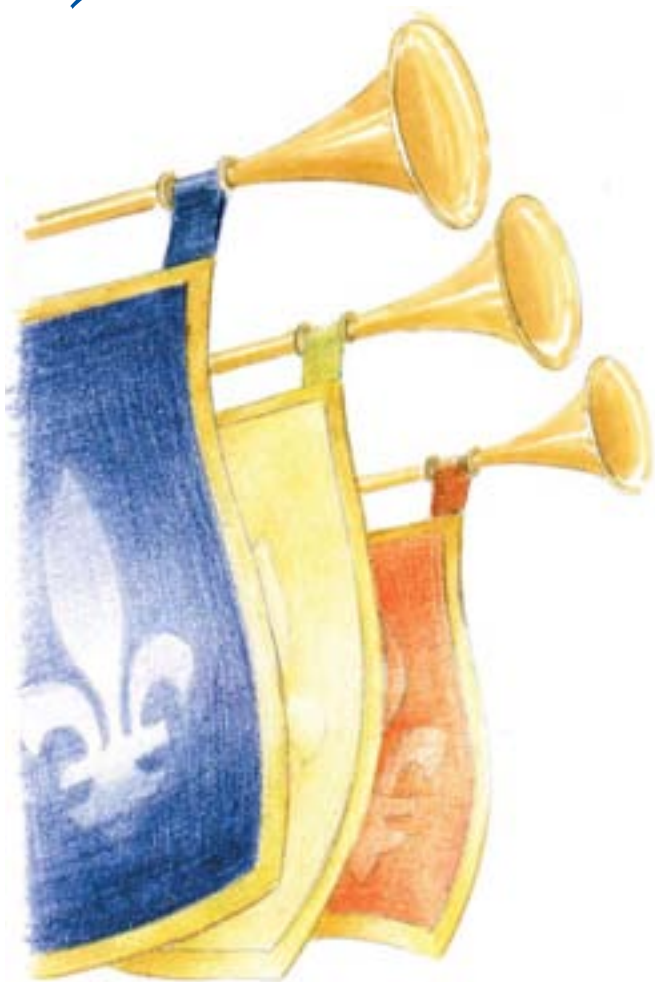


2005

Service Statement



The *Service Statement* is revised every year.

To obtain copies of this publication, see our Web site at www.rrq.gouv.qc.ca or call us:

Québec region: (418) 643-5185

Montréal region: (514) 873-2433

Toll-free: 1 800 463-5185

A large print version is also available. To order a copy, call the Régie at 1 800 463-5185.

To obtain an audiocassette, contact the Magnétothèque at 1 800 361-0635.

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The *Service Statement*:

Announcing our commitments to you!

The *Service Statement* defines the commitments that the Régie and its employees make to you **because you would like:**

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- Adequate information about your rights and responsibilities 9
- High-performance management and competent employees 10
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These commitments show the Régie's desire to offer quality service to every citizen affected by the Régie's services, whether they involve the Québec Pension Plan, supplemental pension plans or the refundable tax credit for child assistance. Our commitments have been made and expressed on the basis of client expectations expressed during surveys.

This Service Statement is one of the steps being taken by the Québec Government to bring government and Quebecers closer together.



Message from the President and General Manager of the Régie

Since 1996, the Régie has committed itself publicly to uphold standards of quality in providing its services. Our commitments are an integral part of our corporate culture and are the result of a collective effort by our personnel, based on our solid experience in serving the public.

This *Service Statement* is part of our continuing endeavour to serve you well. We are always ready to adapt our way of doing things to the changes in your expectations, which we listen to and take seriously.

No matter how you choose to be served —by Internet, telephone, mail or in person— our goal is always to satisfy your needs. You can rest assured that the Régie's personnel and its board of directors will not spare any effort to reach a high degree of performance, especially in the areas of the quality of its services, its administration costs and meeting deadlines.

On our Internet site, you can consult our performance results for deadlines or our annual report for performance results in a number of areas.

Pierre Prémont

President and General Manager



Mission

The Régie contributes to the income security of Quebecers at retirement and promotes retirement planning, provides financial support in case of disability or death and provides financial assistance to Quebecers with dependent children.

Functions

- The Régie increases Quebecers' awareness of the need to create sufficient income for retirement.
- The Régie provides workers (who have contributed sufficiently to the Québec Pension Plan) and their families with basic financial protection in the event of retirement, death or disability.
- The Régie administers the refundable tax credit for child assistance and makes payments for child assistance and for the supplement for handicapped children.
- The Régie supervises supplemental pension plans through verification and prevention activities.
- The Régie participates in the evaluation and development of programs related to income security and family policy, and makes recommendations to government authorities concerning changes to the various laws it administers.



Services

When various events occur in your life, you may need the Régie's services.

For example:

- If a child is born or adopted, you could begin receiving child assistance payments.
- If the Régie recognizes that a child has a handicap, a supplement for handicapped children could be paid.
- If you and your spouse separate, you can get an estimate of the pension amounts that could be paid to you after partition of the earnings recorded under your name and that of your former spouse under the Québec Pension Plan.
- If you become disabled, you can apply for a disability pension.
- When you are planning your retirement, you can ask for your Statement of Participation in the Québec Pension Plan.
- When you retire, you can apply for your retirement pension.
- When a family member dies, you could receive a death benefit or a surviving spouse's pension.
- If you have worked in another country, we could help you make an application for a pension or as a worker assigned to work abroad to obtain a certificate of coverage for social programs. In both cases, the other country and Québec must have signed a social security agreement.
- If you administer or participate in a private pension plan, you can obtain information about your rights and obligations.



Our commitments

Reliable services



You expect our operations to be well run and sensible in order to maintain and strengthen the trust between us.

The Régie and its employees are committed to doing everything necessary to provide you with reliable, fair and confidential services.

You can count on us:

- To correctly enter in your file the contributions that you make to the Québec Pension Plan so that, when the time comes, you will receive the pension to which you are entitled.
- To control the quality of our operations and decisions so that errors are avoided.
- To supervise supplemental pension plans so that members' rights are protected and potential problems are detected early enough for appropriate action to be taken.
- To give you access to the information in your file and to ensure that it will be handled with all due confidentiality.



Procedures as simple as...



You want us to clearly explain our decisions, to properly guide you through procedures, to keep red tape to a minimum and to use language that is simple and easy to understand.

The Régie and its employees are committed to making your rights easy to obtain and keeping your contacts with the Régie simple.

You can count on us:

- To guide you through the procedures.
- To communicate with you in simple, easy to understand language.
- To provide you with simple application forms that are easy to complete.
- To contact you by telephone if that makes it easier to handle your situation.

Courteous, personalized service



You do not want to be treated like a number but to be treated with courtesy and be listened to attentively.

The Régie and its employees are committed to treating you courteously and to giving you all the attention and understanding your situation requires.



You can count on us:

- To be attentive and tactful.
- To listen to your needs and always be polite, regardless of the circumstances.
- To check with you to see if we have met your expectations.

Adequate information about your rights and responsibilities



You want to be sure that the information provided is correct and complete, and you want our personnel to help you make your choices and respect your obligations.

The Régie and its employees are committed to providing you with the information you need to make proper choices, exercise your rights and assume your responsibilities.

You can count on us:

- To provide you with the information you may need to make the right choices, for example if you are planning your retirement or separating from your spouse.
- To explain any decisions it makes concerning your case.
- To tell you at the appropriate time how to obtain a review of a decision rendered by the Régie if you do not believe that the decision is justified.



- To send you, approximately every 4 years, a Statement of Participation, provided we have your correct address.
- To inform members of pension committees of their rights and responsibilities with respect to the administration of private pension plans.

To meet our commitments, we count on you:

- To file your application at the right time.
- To provide the information and documents needed to process your file.
- To inform us of a change of address or any other change that could affect the payment of your benefits.

High-performance management and competent employees



You want to be sure that you will receive all the benefits to which you are entitled when the time comes and that you can count on competent employees to help you when needed.

The Régie is committed to efficiently manage its programs and services and to provide you at all times with the assistance of competent employees.



You can count on us:

- To properly train our employees and continually improve their competence.
- To manage the Québec Pension Plan's funding to ensure payment of benefits to future generations.
- To administer the Régie according to the standards followed by high-performance bodies.
- To keep administrative costs to a minimum, despite the increase in the number of clients and the aging of the population.

Accessible and fast service



You want to be able to reach us by Internet, telephone or in person, and you want to receive a prompt reply.

The Régie and its personnel are committed to making its services easily available, whether or not you live in a large city, and to reply to you within the time period indicated.

You can count on us:

- To maintain access to our services through a Web site that keeps up with the latest changes, an efficient call centre and a network of 9 client service centres.



- To provide information using various methods: a Web site covering the Québec Pension Plan, supplemental pension plans and child assistance, a telephone information service, participation in various trade shows and fairs, information publicized in the media by television and radio.
- To provide you with our booklets, folders, application forms and other information at distribution points all over Québec.
- To reply within a reasonable length of time. Acceptable waiting times have been set according to the information provided to us during surveys and are shown in the following table.

The Régie **is committed** to reply no later than the **maximum time** shown in the right-hand column of the table. If the **maximum** cannot be respected, the Régie **is committed** to informing you.

The **usual response time** is also provided for your information because three times out of four, that is the time required to reply.

You can check our performance results on our Web site and in our annual reports, which are also available on our Web site.



Response times

Type of service	Usual time response	Maximum time required
<p>E-mail</p> <p>If more time is needed, we will inform you.</p>		2 working days
<p>Telephone</p> <p>Waiting time to speak with an information clerk</p>	30 sec.	3 min.
<p>The Régie also commits itself to make sure that the lines are very rarely all busy (less than 5% of calls during the year).</p>		
<p>In person</p> <p>Waiting time to meet with a representative of the Régie</p>	10 min.	20 min.
<p>Time required to process an application for:</p>		
Retirement pension	30 days	60 days
Surviving spouse's pension	30 days	90 days
<p>If you are a de facto spouse, you will have to provide information to prove your status, which could require more time.</p>		
Disability pension	75 days	150 days
<p>The time is counted starting from the time we receive your application and the medical report completed by your physician. Our commitment applies only in those cases where the information provided initially is sufficient to render a decision. If we must obtain additional information, you will be informed.</p>		



Response times

Supplement for handicapped children

65 days

115 days

The time is counted starting from the time we receive your application and the report completed by a health professional. Our commitment applies only in those cases where the information provided initially is sufficient to assess the handicap and render a decision. If we must obtain additional information, you will be informed.

Are you satisfied with our services and programs?

We count on your comments, objections and complaints as a means of making our services better and improving the programs we administer. If you believe that we have not respected our commitments or you have comments to make about our programs, be sure to share your opinion with our employees.

Services Commissioner

If you believe your situation has not received all the attention it deserves, you can contact the Services Commissioner, who will treat your complaints and comments completely independently. The Commissioner has the power to make recommendations to facilitate the resolution of disputes and improve client service. Complaints are kept strictly confidential and there is no need to fear personal repercussions.

To reach the Services Commissioner, simply call the Régie. The information clerk who



takes your call will forward your request to the Services Commissioner, **who will return your call within two working days**. You can also write to the Services Commissioner through our Internet site or by regular mail. (See the back cover of this booklet for details.) Be sure to provide your telephone number.

The Services Commissioner is committed to providing you with a clear and complete response adapted to your situation.

Response times

Type of service	Usual time response	Maximum time required
	7 days	30 days

If you are still not satisfied with the response or the quality of our services, you can submit your case to the Public Protector, who is completely independent of the Régie. The number is in the blue pages of the telephone book.

In person

At one of our client service centres (8:30 a.m. to 4:30 p.m.) or by appointment during one of our periodic visits to certain cities and towns (call 1 800 363-3911).

Call first before coming in to see us. In most cases, you can get the information you need by telephone.

For our address, see our Internet site under “How to reach us”. You can also call.



How to reach the Régie

By Internet

www.rrq.gouv.qc.ca

 **Régienet**

On-line services

By telephone

Monday to Friday, 8:00 a.m. to 5:30 p.m.

Québec Pension Plan and general information

Québec region: (418) 643-5185

Montréal region: (514) 873-2433

Toll-free number: 1 800 463-5185

Child assistance and Family benefits

Québec region: (418) 643-3381

Montréal region: (514) 864-3873

Toll-free number: 1 800 667-9625

You can also use our automated information service 24 hours a day, 7 days a week.

Supplemental pension plans

Monday to Friday,

8:30 a.m. to noon and 1:00 p.m. to 4:30 p.m.

From any location (418) 643-8282

Monday to Friday, 8:00 a.m. to 5:30 p.m.



Service for the hearing impaired
(TDD/TTY required)

1 800 603-3540

By mail

Régie des rentes du Québec

Case postale 5200

Québec (Québec) G1K 7S9

Régie des rentes

Québec

