

SERVICE STATEMENT

RETRAITE QUÉBEC



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SERVICE STATEMENT

This is Retraite Québec's Service Statement. It reflects how committed we are to offering you high-quality services that take into account citizens' expectations, our mission, our vision and our values.

It contains the commitments that Retraite Québec intends to respect in all relations that will be established with you no matter how you choose to communicate with us (website, email, telephone, mail). This Service Statement is proof of Retraite Québec's willingness to improve the quality of its services.

Mission

Retraite Québec administers the Québec Pension Plan, public-sector pension plans and Family Allowance. Retraite Québec also ensures the supervision of supplemental pension plans¹ and voluntary retirement savings plans. In addition, Retraite Québec promotes financial planning for retirement.

Through its mission, Retraite Québec contributes to the development of the retirement system and the financial security of all Quebecers.

Vision

Retraite Québec's vision is to be the organization that sets the standard for retirement expertise, earning acclaim for its performance, first-rate client services and dynamic work environment.

Values

Retraite Québec is guided by 4 fundamental values:

Service-oriented



Respect



Commitment to excellence



Cooperation



1. Pension plans in the private, municipal and university sectors.

OUR COMMITMENTS TO YOU

Retraite Québec has citizens at the heart of its activities. As a result, Retraite Québec intends to respect a certain number of commitments daily and relies on qualified personnel to offer high-quality services.

Reliability	We are committed to: <ul style="list-style-type: none">• providing complete and accurate information;• paying you the amounts to which you are entitled;• to keeping your personal information confidential.
Courtesy	We are committed to: <ul style="list-style-type: none">• listening to your needs;• treating you with respect and consideration.
Simplicity	We are committed to: <ul style="list-style-type: none">• simplifying the steps you have to take;• providing information that is easy to understand;• offering easy access to our website and online services allowing you to provide us with information concerning your file.
Assistance	We are committed to: <ul style="list-style-type: none">• informing you of any change in your file;• assisting you according to your needs and preferences.

YOUR COOPERATION

In order to meet our commitments to you, your cooperation is essential. Therefore, we count on you to:

- provide us with complete, accurate information concerning your application;
- inform us in a timely manner of any change in your situation or address that could affect your application or your file;
- follow up with your employer if you have a public-sector pension plan;
- use the online services when possible.

OUR RESPONSE TIMES

Our normal response times are listed below. We are committed to doing our utmost to respond within the times indicated below when your application is complete.

Accessibility

Service	Response time
Answering your telephone call	3 minutes

Québec Pension Plan

Service	Response time
Retirement pension Application filed online All application methods	5 days 40 days
Surviving spouse's pension All application methods	70 days
Disability benefits ²	150 days

2. They include the additional amount for disability, but do not include the pension for a disabled person's child.

Public-sector pension plan

Service	Response time
Retirement pension	90 days ³
Benefits other than the retirement pension ⁴	90 days
Income continuity ⁵	The 15th day of the month following the month of retirement
Survivors' benefits	90 days ⁶
Statement of Participation	45 days
Pension estimate	60 days ⁷
Buy-back	
If a retirement pension application is being processed	90 days
If no retirement pension application is being processed	180 days

Family Allowance

Service	Response time
Family Allowance – Births in Québec	40 days
Supplement for Handicapped Children	120 days

3. It can also be the month in which the employment ends, whichever is later.

4. They include refunds of contributions and transfers to a locked-in retirement account (LIRA) or life income fund (LIF).

5. Retraite Québec will make the first payment or an advance if, on the date of your retirement, you are employed in the public sector and provided your application and a confirmation from all your employers of the date on which your employment ends were received at least 20 days before the date of retirement.

6. The response time may be longer if you were de facto (common-law) spouses.

7. If you are eligible for a retirement pension in 4 to 24 months to come.

THE SERVICES IMPROVEMENT AND COMPLAINTS COMMISSIONER

Despite all our efforts to provide you with the highest quality services, you may be dissatisfied with the offered service. The Commissioner handles complaints and comments with independence and confidentiality.

To file a complaint or make a comment, visit our website or call us. You will find our contact information in the How to reach us section of this document.

The Commissioner is committed to responding within the following time limits:

Service	Response time
Confirmation of the reception of your request	2 working days
Response to your request	25 days ⁸

You also have other forms of legal recourse to our decisions. For further information on how to proceed, please consult the page entitled Dissatisfied with a decision in the appropriate section on our website:

- Québec Pension Plan
- Public-sector pension plans
- Family Allowance.

ONLINE SERVICES

We make it a priority to offer you high-quality services at important stages of your life. Many of our services are available online at any time. They allow to:

- make a change of address;
- file an application for one of our programs;
- obtain direct deposit;
- send a document online.

8. The Commissioner will inform you if the time limit cannot be met.

OUR MAIN SERVICES

Here is an overview of the main services offered by Retraite Québec⁹.

Information for all our services

We offer:

- a client services centre;
- employees that are able to answer your questions;
- a website and online services;
- guides, tools and publications.

Québec Pension Plan pensions and benefits

We manage eligibility and payments of:

- retirement pensions;
- disability benefits;
- pensions for surviving spouses and dependent children, if applicable;
- death benefits.

We offer support during the process of obtaining a certificate of coverage for work in a foreign country or for when you receive a pension from a foreign country with which Retraite Québec has a social security agreement signed with 37 countries.

Public-sector pension plan benefits

We manage eligibility and/or make payments for:

- retirement pensions;
- surviving spouse's benefits;
- benefits accrued under a public-sector pension plan;
- buy-backs.

Family Allowance measure

We manage eligibility and make payments for:

- Family Allowance;
- Supplement for Handicapped Children;
- Supplement for Handicapped Children Requiring Exceptional Care;
- Supplement for the Purchase of School Supplies.

9. Retraite Québec's website contains all the information concerning the services offered.

Supervision and administration of private, municipal and university pension plans

We carry out:

- the supervision of supplemental pension plans subject to the *Supplemental Pension Plans Act*;
- provisional administration of private, municipal and university pension plans;
- the administration of private-sector pension plans.

Information and support for financial planning for retirement

We offer:

- retirement savings and income simulation tools;
- your Statement of Participation and your Statement of contributions;
- your pension estimate¹⁰;
- information and retirement planning sessions;
- awareness campaigns;
- a newsletter and an e-magazine.

Retraite Québec also offers services to pension committees following service agreements.

We take the necessary steps to make our documents and services more accessible to handicapped people¹¹.

WE PUBLISH OUR RESULTS

Each year, we publish our results in relation to the commitments we made in our annual management report (French only), available on our website.

We also periodically consult our clients to gauge their satisfaction with the service they have received. This allows us to adjust, when necessary, our services and ways of doing things to your expectations and needs, while keeping an eye on the resources we have been allocated. Our Service Statement is also updated regularly.

10. This concerns public-sector pension plans only.

11. The Service Statement is available online at www.retraitequebec.gouv.qc.ca where it can be consulted with a screen reader. It is also possible to get this document in a larger font by dialing 1 800 463-5185.

HOW TO REACH US?

Online

retraitequebec.gouv.qc.ca/nous-joindre

By telephone

Québec Pension Plan

Québec region	418 643-5185
Montréal region	514 873-2433
Toll-free	1 800 463-5185

Public-sector pension plans

Québec region	418 643-4881
Toll-free	1 800 463-5533

People with a hearing impairment

Québec region	418 644-8947
Toll-free	1 855 317-4076

Pension plans in the private, municipal and university sectors, VRSPs, LIRAs or LIFs

Québec region	418 643-8282
Toll-free	1 877 660-8282

Family Allowance

Québec region	418 643-3381
Montréal region	514 864-3873
Toll-free	1 800 667-9625

Pension from a foreign country or certificate of coverage

Montréal region	514 866-7332, extension 7801
Toll-free	1 800 565-7878, extension 7801