

SERVICE STATEMENT

RETRAITE QUÉBEC



Legal deposit – 2022
Bibliothèque et Archives nationales du Québec
ISBN 978-2-550-92054-0 (PDF)

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MISSION AND CLIENTS

Retraite Québec administers the Québec Pension Plan (QPP), 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 Quebecers.

Retraite Québec's clients mostly are:

- members and beneficiaries under the QPP;
- members and beneficiaries under public-sector pension plans;
- families that receive Family Allowance, the Supplement for Handicapped Children, the Supplement for Handicapped Children Requiring Exceptional Care and the Supplement for the Purchase of School Supplies;
- members and beneficiaries under supplemental pension plans subject to the *Supplemental Pension Plans Act* that are supervised by Retraite Québec;
- members and beneficiaries under voluntary retirement savings plans;
- Quebecers targeted by the promotion of financial planning for retirement.

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

COMMITMENTS ON THE QUALITY OF THE SERVICES

Retraite Québec has citizens at the heart of its activities. As a result, Retraite Québec intends to respect a certain number of commitments daily.

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;• delivering the service in a timely fashion;• keeping your personal information confidential.
Professionalism	We are committed to: <ul style="list-style-type: none">• listening to understand your needs well;• acting with respect and consideration;• having the knowledge required to assist you.
Simplicity of online procedures	We are committed for you to: <ul style="list-style-type: none">• easily access your online file;• easily find the information that concerns you in your online file and on Retraite Québec’s website.
Easiness	We are committed to: <ul style="list-style-type: none">• ensuring that the steps you take are simple;• making sure you do not have to explain your situation multiple times;• providing information that is easy to understand;• making sure that you are able to use the option of your choosing to carry out the steps to take.
Assistance	We are committed to: <ul style="list-style-type: none">• informing you of the progress of your file;• offering help, if needed, throughout the steps you take;• allowing you to talk to an employee if needed;• providing relevant information for your situation.

COMMITMENTS ON RETRAITE QUÉBEC'S SERVICE STANDARDS

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

Services accessibility

We offer you:

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

Commitments on service standards	Target
Answering telephone calls within a maximum delay of 3 minutes	For 90% of calls

Furthermore, we are taking the necessary measures to emphasize the accessibility of our documents and services to disabled persons.

Québec Pension Plan

We manage accessibility and make payments regarding:

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

We also offer support during the process to obtain a certificate of coverage regarding work abroad or when receiving a pension from another country, and that is, under the social security agreements signed with 39 countries.

Commitments on service standards	Targets
Reply to applications for a retirement pension filed online within a maximum delay of 5 calendar days	For 95% of applications
Reply to applications for a retirement pension for all application methods within a maximum delay of 40 calendar days	For 95% of applications
Reply to applications for a retirement pension for all application methods within a maximum delay of 70 calendar days	For 95% of applications
Reply to applications for disability benefits ² within a maximum delay of 150 calendar days	For 90% of applications

2. Includes the additional amount for disability, but excludes the pension for a disabled person's child.

Public-sector pension plans

We manage the eligibility and make payments regarding:

- retirement pensions;
- surviving spouse's pensions;
- partition of benefits accrued under a pension plan;
- service buy-backs.

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

Commitments on service standards	Targets
Reply to applications for retirement benefits within 90 days or the month of retirement, whichever is later ³	For 95% of applications
Reply to applications for survivor's benefits within a maximum delay of 90 calendar days	For 95% of applications
Send the Statement of Contributions within a maximum delay of 45 calendar days	For 95% of applications
Send the pension estimate within a maximum delay of 60 calendar days ⁴	For 95% of applications
Reply to applications for a buy-back, if a retirement pension application is being processed, within a maximum delay of 90 calendar days	For 85% of applications
Reply to applications for a buy-back, if no retirement pension application is being processed, within a maximum delay of 180 calendar days	For 90% of applications

3. Includes the refund of contributions and the transfers of an amount to a locked in retirement account (LIRA) or life income fund (LIF).

4. If you are eligible to a retirement pension in the next 4 to 24 months.

Family Allowance

We manage the eligibility and make payments regarding:

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

Commitments on service standards	Targets
Reply to applications for Family Allowance within a maximum delay of 40 calendar days for births in Québec	For 95% of applications
Reply to applications for the Supplement for Handicapped Children within a maximum delay of 120 calendar days	For 90% of applications

RESPONSIBILITIES, MEANS OF RECOURSE AND COMPLAINTS

Your responsibilities

Your cooperation is essential so that we can respect our commitments. Therefore, we are counting on you to:

- provide us with complete, accurate information concerning your application, within the time limit;
- inform us in a timely manner of any change in your situation that could affect your application or your file;
- follow up on your file with your employer regarding your public sector pension plan;
- prioritize the online services when possible.

Means of recourse

Certain disagreements are due to communication errors or a lack of information. That is why we suggest you contact our client services first.

You also have other forms of legal recourse following our decisions. For further information on how to proceed, please consult the To question or contest a decision page in the concerned section of our website:

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

Complaints

Despite all the efforts we make to offer you the best services, you may be dissatisfied with the service provided. The Commissaire aux plaintes et à l'amélioration des services handles complaints and comments with independence and confidentiality.

To file a complaint or submit a comment, simply visit our website or call us. You will find our contact information in the Contact information and office hours section of this document.

We are committed to replying within the following time limits:

Commitments on service standards	Targets
Confirm the reception of applications within a maximum delay of 2 working days	For 95% of applications
Reply to applications within a maximum delay of 25 calendar days	For 95% of applications

CONTACT INFORMATION AND OFFICE HOURS

Online

retraitequebec.gouv.qc.ca

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

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

By mail or to our offices

To find out how to send a document by mail, please consult retraitequebec.gouv.qc.ca.

To find out the address of the office the closest to you, as well as the office hours, call one of the numbers indicated above.

Date

Updated on June 2022.