



SERVICE STATEMENT

RETRAITE QUÉBEC

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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. Retraite Québec is also responsible for the application of social security agreements signed with 39 countries.

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 and 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 concerns. 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 of 5 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;
- surviving spouse's pensions;
- orphan's pensions;
- disability benefits;
- death benefits.

Commitments on service standards	Targets
Reply to applications for a retirement pension filed online within a maximum of 5 calendar days	For 95% of applications
Reply to applications for a retirement pension in the desired month for the beginning of payment of the pension or within a maximum of 50 calendar days	For 95% of applications
Reply to applications for a surviving spouse's pension for all application methods within a maximum of 90 calendar days	For 95% of applications
Reply to applications for disability benefits ² within a maximum of 150 calendar days	For 90% of applications

We help clients obtain a certificate of coverage for work abroad or receive a pension from a foreign country, under the social security agreements signed with 39 countries. Please note that Retraite Québec is not responsible for processing times of the social security office of the country concerned. Clients are asked to directly contact the institution of the country that signed an agreement with Québec.

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

Public-sector pension plans

We manage the eligibility and make payments regarding:

- retirement benefits;
- 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 in the desired month for the beginning of payment of the benefit or within 90 calendar days ³	For 95% of applications
Reply to applications for survivor's benefits within a maximum of 90 calendar days	For 95% of applications
Send the pension estimate within a maximum 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 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 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 for 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 of 45 calendar days for births in Québec	For 95% of applications
Reply to applications for the Supplement for Handicapped Children within a maximum 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 occur 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 Filing a complaint or contesting a decision rendered by Retraite Québec section on the How to reach us page of our website.

Complaints

Despite all the efforts we make to offer you the best services, you may be dissatisfied with the service provided. The Bureau du 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 of 2 working days	For 95% of applications
Reply to applications within a maximum of 25 calendar days	For 95% of applications

CONTACT INFORMATION AND OFFICE HOURS

We recommend you use our online services available on our website.
Please note that our in-person customer service is available by appointment only.

Online

retraitequebec.gouv.qc.ca

By telephone

Québec Pension Plan

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

Public-sector pension plans

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

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

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

Family Allowance

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

Pension from a foreign country or certificate of coverage

Montréal area	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 our website at retraitequebec.gouv.qc.ca.

To find out the address of the office closest to you and its office hours, call one of the numbers indicated on this page.

Date

Updated : January 2024