



Notice of Appeal – Income Security – General Division

Fill out this form if you want to appeal a Canada Pension Plan, Old Age Security or Canada Disability Benefit reconsideration decision from Service Canada at the Social Security Tribunal (SST). We must receive your completed form within **90 days** from the date you received your reconsideration decision.

A community organization might be able to help you with your appeal. Find organizations that can help on our website at <https://www.sst-tss.gc.ca/en/your-appeal/help-other-people-or-organizations>.

1 – The reconsideration decision you want to appeal
Fill out one form for each decision you want to appeal.
Please provide at least one of the following: I’m attaching a copy of my reconsideration decision The date on the reconsideration decision letter is
Please also provide the following information: I received my reconsideration decision on Or I don’t remember

2 – Appellant information		
First name	Last name	
Social Insurance Number (SIN) – we collect your SIN as a way of confirming your identity		
Address (No., Street, R.R.)	Apt. / Unit	City / Town
Province / Territory	Postal code	Country
Phone number (with area code)	Other phone number (with area code)	
I don’t have a phone	Email	

Optional: How would you like us to refer to you? We're asking because we want to communicate with you in a respectful way.

he/him she/her they/them other (please specify): _____

3 – Reason(s) for your appeal of the reconsideration decision (your arguments)

Explain what you disagree with in the reconsideration decision and why. You can include extra pages if necessary.

4 – Documents to support your appeal

Include any documents that could support your appeal.

Examples of supporting documents:

- Medical reports or medical certificates (like a doctor's report or specialist's report)
- Employment documents
- Bank statements
- Proof of residence

I'm including copies of supporting documents:

Yes

No

5 – Hearing

What kind of hearing would you prefer?

No preference

By videoconference from your personal computer or mobile device

Connect to the videoconference from a location convenient to you, like your home or your representative's office. You'll need a high-speed internet connection.

By videoconference at a Service Canada Centre

You'll travel to a Service Canada Centre near you and attend using their videoconference system. The General Division member will join from a different location.

By phone

Call from a location convenient to you, like your home or your representative's office.

In person

Your hearing will take place at a Service Canada Centre near you. The General Division member will be in the same room as you.

In writing

The General Division member will make their decision based on the written arguments and supporting documents that the parties (including you) send in. This means there won't be an oral hearing, and you won't be able to speak directly to the member.

You can find more information about hearings on our website at

<https://www.sst-tss.gc.ca/en/your-appeal>.

6 – Language

I want the hearing to be in

English

French

Please write to me in:

English

French

I'm not comfortable speaking either English or French. At a hearing, I'll need an interpreter. (We'll get an interpreter for you.)

The interpreter must speak this language:

My dialect or country of origin (if applicable):

7 – Accommodation

Tell us if you need an accommodation for your appeal. We want to make sure everyone can participate in appeals on an equal basis. An accommodation is an arrangement to remove a barrier so you can participate fully in an appeal. We'll accommodate you if you have needs related to a **disability** or any of the **other grounds** found in the *Canadian Human Rights Act*. Learn more at <https://laws-lois.justice.gc.ca/eng/acts/h-6/>.

To ask for an accommodation for a particular need, contact us by phone, email, fax, or mail. Our contact information is in the “Contact us” section of this form.

You can find our accessibility and accommodation policy on our website at <https://www.sst-tss.gc.ca/en/decisions-laws-rules-and-policies/accessibility-and-accommodation-policy>.

8 – Late appeal (if applicable)

We must receive this completed form within **90 days** from the date you received your reconsideration decision. If we receive your notice of appeal after the 90 days, you must explain why it's late. The General Division member will then decide whether your appeal can go forward. The General Division can't accept an appeal filed **more than 1 year** from the date you received your reconsideration decision.

- If your appeal is late, explain why. Tell us why your explanation is reasonable.
- Include supporting documents, if needed.

9 – Representative information

You don't need a representative. If you choose to have one, you're responsible for any costs.

Do you have a representative?

Yes No (go to Section 10)

If you have a representative:

We'll share all the information about your appeal with your representative. Normally, we'll communicate only with your representative. But we'll send information about the hearing and the final decision to both you and your representative.

If you have a representative, choose their category and fill out their information below.

Lawyer / legal clinic

Paralegal / notary

Advocacy group

Union representative

Family member / friend

Other Please specify: _____

First name

Last name

Name of company, law firm, association, or organization (if applicable)

Address (No., Street, R.R.)

Apt. / Unit

City / Town

Province / Territory

Postal code

Country

Phone number (with area code)

Email

Optional: How would your representative like us to refer to them? We're asking because we want to communicate with them in a respectful way.

he/him she/her they/them other (please specify): _____

10 – Ways to communicate about your appeal

- Online document exchange portal: This is the most secure way to send and receive documents about your appeal. Make sure your email on the document exchange portal matches the email on this application form.
- Email: We'll email appeal documents to you or your representative. Sending personal information by email may not be secure. If you choose to use email, you accept the risks involved.
- Regular mail: We'll send you all documents by regular mail.

Appellant's communication preference

Select one

I've registered for the online document exchange portal and want to communicate using the portal.

I plan to register for the online document exchange portal. Until I'm registered, I want to communicate using the email I provided.

I want to communicate using the email I provided.

I want to communicate using regular mail.

Representative's communication preference

Select one

My representative has registered for the online document exchange portal and wants to communicate using the portal.

My representative plans to register for the online document exchange portal. Until they've registered, they want to communicate using the email provided.

My representative wants to communicate using the email provided.

My representative wants to communicate using regular mail.

11 – Appellant's signature

Year - Month - Day

Important

- Tell us if your contact information changes. If we can't reach you, we may proceed without you.
- If you change your representative or decide to represent yourself, tell us right away.
- Everything you send us must be in either English or French. If you need information about translation, visit our website at www.sst-tss.gc.ca/en/your-appeal/interpreters-and-translation.
- We'll share what you send us with any other parties to your appeal.
- If we publish the decision in your appeal, we'll remove any information that reveals your identity.
- Learn how we balance your privacy with open justice: <https://www.sst-tss.gc.ca/en/decisions-laws-rules-and-policies/open-justice-and-privacy>.

Contact us

Email: info.sst-tss@canada.gc.ca

Phone:

- 1-877-227-8577 (toll-free in Canada and the United States)
- 1-613-437-1640 (from outside Canada and the United States – long-distance charges may apply)

TTY – If you're deaf or hard of hearing:

- 1-866-873-8381 (toll-free in Canada and the United States)
- 1-613-948-8181 (from outside Canada and the United States – long-distance charges may apply)

Our regular business hours are from 7:00 a.m. to 7:00 p.m. Eastern Time, Monday to Friday.

Website: www.sst-tss.gc.ca/en