



Bureau of Pensions Advocates

What You Should Know About Review Hearings

Clients of the Bureau of Pensions Advocates (the Bureau) often have questions about Veterans Review and Appeal Board (the Board) hearings. This Fact Sheet provides the general information you will need to prepare for your Review Hearing.

- Your Advocate will be in touch with you at least one week prior to your hearing to discuss your case in detail.
- The hearing is quite informal. You will be sitting at a boardroom table with your Advocate beside you and the Board members opposite you. At the beginning of the hearing, the Board members will welcome you and introduce themselves.
- Your case will likely be one of five or so heard that morning, so please be patient if you have to wait. On average, a case takes about 30 minutes from start to finish.
- The hearing will be held in the official language of your choice.
- You will be sworn in or affirmed before the hearing begins.
- The proceedings will be recorded by a commissioner.
- The Board members will have before them a summary of your case as well as any other material that your Advocate has submitted in support of your claim.
- Your Advocate will present your case, review the relevant evidence and make argument on your behalf. This will likely include asking you or any of your witnesses (if you have any) specific questions about your claim. The Board members may also have some questions for you.
- If time permits, your Advocate will spend a short time de-briefing you after the close of the hearing.
- Your travel costs to attend the Review Hearing will be reimbursed by Veterans Affairs Canada. For more details, talk to someone from your Bureau office.
- The Board will mail you its decision within about 30 days of the hearing.
- If you have not received your decision within 30 days, you may contact the Board at the following toll-free number: **1-800-450-8006**.