

2006

RÉGIE  
DES RENTES  
DU QUÉBEC

# Service Statement



Québec 

# Our commitments!



We are eager to offer you high-quality services at important stages of your life:

Life Event or situation	Service offered*
Birth or adoption of or assuming responsibility for a child; arrival of a family in Québec	Child assistance payments
A child with a mental or physical handicap	Supplement for handicapped children (if the handicap is recognized by the Régie des rentes du Québec)
Separation or divorce	Estimate of the effects of a partition of earnings recorded under your name for the Québec Pension Plan on the amount of a retirement pension
Disability	Disability pension (if the Régie considers you to be disabled), pension for a disabled person's child
Retirement income planning	Statement of Participation in the Québec Pension Plan
Retirement	Retirement pension
Death	Death benefit, surviving spouse's pension, orphan's pension
Work abroad	Assistance in making an application for a pension from a country with which Québec has signed a social security agreement
Membership in or administration of a supplemental pension plan	Information on your rights and responsibilities

## Reliable services

You can count on us:

- to correctly enter your contributions in your Québec Pension Plan file;
- to control the accuracy of our operations;
- to closely supervise supplemental pension plans;
- to vigorously protect your personal information.

## Simple procedures

You can count on us:

- to guide you through the procedures;
- to provide simple forms that are easy to complete;
- to communicate with you clearly and simply;
- to contact you by telephone if that makes it easier to handle your situation.

## Adequate information about your rights and responsibilities

You can count on us:

- to provide the information you need to make the right choices;
- to explain the decisions we make that affect you;
- to tell you how to obtain a review of a decision that you believe is not justified;
- to send you a Statement of Participation in the Québec Pension Plan every four years;
- to provide information on supplemental pension plan administration to members of pension committees.

## Courteous, personalized service

You can count on us:

- to be attentive and polite;
- to listen to your needs and be tactful;
- to regularly ask whether our services are satisfactory.

## High-performance management and competent employees

You can count on us:

- to properly train our employees and continually improve their competence;
- to follow the best practices of sound management;
- to manage funding of the Québec Pension Plan to guarantee pension payments for future generations;
- to keep administrative costs down, despite the increase in the number of clients.

## Accessible and fast service

You can count on us:

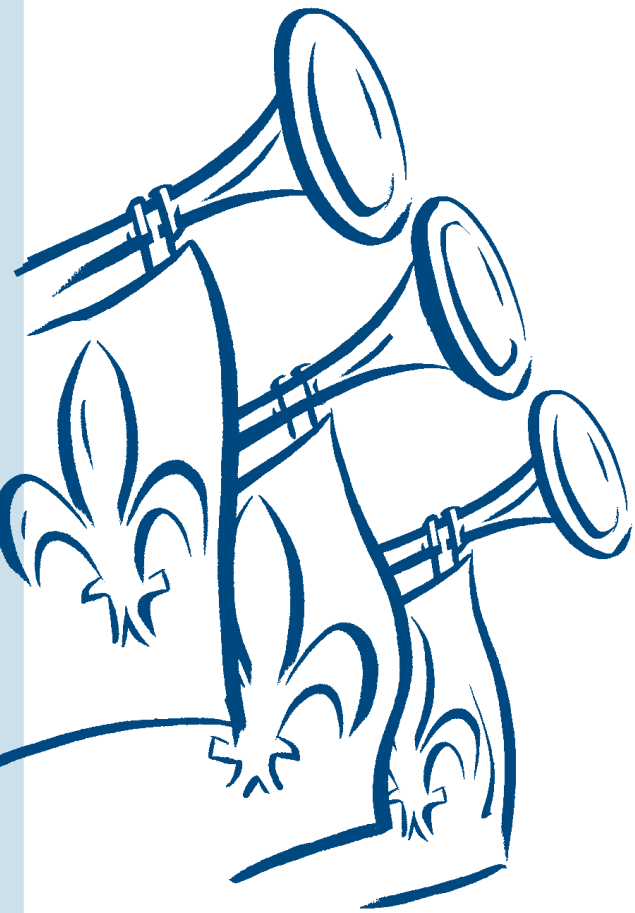
- to provide information in various forms: Web site, booklets, folders, and a telephone information service;
- to offer several means of access: continually updated on-line services, an efficient telephone call centre and a network of client service centres;
- to offer our booklets and folders throughout Québec.

We are also committed to reply no later than the **maximum time** shown in the **following table**. If the maximum cannot be respected, we will inform you of the delay.

The **usual response** time is also given for your information because three times out of four, you will not have to wait longer than that.

Type of service	Usual response time	Maximum time required
<b>Telephone</b> Waiting time to speak to an information clerk	30 seconds	3 minutes
The Régie is also committed to ensuring that the lines will rarely all be busy (less than 5% of calls during an entire year).		
<b>Response time to process an application for:</b>		
<b>Retirement pension</b>	30 days	60 days
<b>Surviving spouse's pension</b> If you are a <b>de facto (common law) spouse</b> , more time may be necessary since you will have to provide information confirming your status.	30 days	90 days
<b>Disability pension</b> The time is counted <b>once we receive both</b> your application <b>and</b> your physician's report. The Régie's commitment applies only in cases where the information provided initially is sufficient to render a decision. If we must obtain additional information, you will be informed.	75 days	150 days
<b>Supplement for handicapped children</b> The time is counted <b>once we receive both</b> your application <b>and</b> the health professional's report. The Régie's commitment applies only in cases where the information provided initially is sufficient to render a decision. If we must obtain additional information, you will be informed.	65 days	115 days
<b>Reply to e-mail</b>		2 working days
<b>Waiting time for a meeting with an information clerk</b>	10 minutes	20 minutes

\* Certain conditions must be met to qualify for these services.



## Your responsibilities

### We count on you:

- to make your application on time;
- to provide the pertinent information and documents;
- to inform us of any change in your situation or your address that could affect payment of your benefits;
- to give us your comments, suggestions and complaints so that we can use them to improve our programs and service.

## Services Commissioner

If you are not satisfied with the results obtained:

The Services Commissioner handles complaints and comments with complete independence and confidentiality and with no risk of personal repercussions for you. The Services Commissioner can make recommendations to settle disputes and improve our services.

**To reach the Services Commissioner**, simply call the Régie. You can also send a message by Internet or by mail; be sure to give your telephone number.

The **Services Commissioner is committed** to providing you with a clear and complete response, adapted to your situation, within the following maximum time limits.

Type of service	Usual response time	Maximum time required
Follow-up to your telephone call		2 working days
Response to your situation	7 days	30 days

**If you are still not satisfied** with the service obtained, you can submit your case to the **Public Protector**, who is completely independent of the Régie.



### By mail

Régie des rentes du Québec  
Case postale 5200  
Québec (Québec) G1K 7S9



### In person

Monday to Friday

At any of our client service centres (the addresses and office hours are on our Web site or available by telephone).

We suggest that you call before coming to the office. In most cases, you can obtain the information you need by telephone.

A large print version and a Braille version are also available. To order a copy, call **1 800 463-5185**.

To obtain an audiocassette, contact the Magnétothèque at **1 800 361-0635**.

To listen to a tape recorded version of this folder, contact the Audiothèque at one of the following numbers:

Québec region: **418 627-8882**  
Montréal region: **514 393-0103**

*Version originale française disponible sur demande.*

## How to reach us



### By Internet

At any time

[www.rrq.gouv.qc.ca](http://www.rrq.gouv.qc.ca)

**RégieNet**  
*On-line services*



### By telephone

Monday to Friday

8:00 a.m. to 5:00 p.m.

Québec Pension Plan and general information

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

Child Assistance

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

*At any time, you can use our automatic information service by dialing the preceding numbers.*

8:30 a.m. to noon  
1:00 p.m. to 4:30 p.m.

Supplemental Pension Plans

A single number: **418 643-8282**



### By TDD/TTY

8:00 a.m. to 5:00 p.m.

People with impaired hearing

**1 800 603-3540**

Régie des rentes  
**Québec**

