

## Your responsibilities

### We count on you:

- to file your application on time;
- to provide us with the relevant information and documents;
- to inform us of any change in your situation or your address that could affect payment of your benefits;
- to send us your comments, suggestions and complaints so that we can improve our programs and services.

## We publish our results

Each year, we publish the results we obtained in relation to the commitments we made in our annual management report, which you can read on our Web site.

The *Service Statement* was approved by the members of the Board of Directors during the 18 November 2011 meeting.

## If you are not satisfied after dealing with the Régie

The **Services Commissioner** handles complaints and comments with complete independence and confidentiality. The Services Commissioner will endeavour to provide a reasoned response to your concerns and can also make recommendations to improve our programs and services.

To reach the **Services Commissioner**, simply call the Régie. You can also use the direct email service on our Web site.

The **Services Commissioner is committed** to responding within the following maximum time limits.

Type of service	Maximum response time	Usual response time*
Follow-up to your telephone call	2 working days	2 working days
Response to your situation	25 days	6 days

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

\* Based on the most recent results, between 1 November 2010 and 31 October 2011.

## How to reach us



### Online

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

**MyAccount** > RRQ  
Access your file 24/7



### By telephone

Monday to Friday  
from 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**

You can use our automated information service at any time by calling the numbers above.



### By TDD/TTY

Monday to Friday  
from 8:00 a.m. to 5:00 p.m.

#### Service for the hearing impaired

Toll-free: **1 800 603-3540**

Monday to Friday  
From 8:30 a.m. to noon and 1:00 p.m. to 4:30 p.m.

#### Supplemental Pension Plans

Québec region: **418 643-8282**  
Toll-free: **1 877 660-8282**

#### International social security agreements

Montréal region: **514 866-7332, ext. 7801**  
Toll-free: **1 800 565-7878, ext. 7801**

# 2012 Service Statement

Quality service is our priority!



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This publication is also available in alternate formats by calling **1 800 463-5185**.

Version originale française disponible sur demande.

Régie des rentes  
Québec



**BEST**  
EMPLOYERS  
IN CANADA  
2012

Québec



**We make it a priority** to offer you high-quality services at important stages of your life.

Life event or situation	Service offered*
Birth, adoption or assuming responsibility for a child or change in custody of a child, arrival of a family in Québec	<ul style="list-style-type: none"> <li>Child assistance payments</li> </ul>
A child with a mental or physical handicap	<ul style="list-style-type: none"> <li>Supplement for handicapped children</li> </ul>
Separation or divorce	<ul style="list-style-type: none"> <li>Estimate of the effects of partition of your earnings recorded under the Québec Pension Plan on the amount of your retirement pension</li> </ul>
Disability	<ul style="list-style-type: none"> <li>Disability pension</li> <li>Pension for a disabled person's child</li> </ul>
Financial planning for retirement	<ul style="list-style-type: none"> <li>CompuPension and SimulR simulation tools</li> <li>Statement of Participation in the Québec Pension Plan</li> <li>LIF QuickCalc</li> </ul>
Retirement	<ul style="list-style-type: none"> <li>Retirement pension</li> <li>Application for a pension from a foreign government</li> </ul>
Death	<ul style="list-style-type: none"> <li>Death benefit</li> <li>Surviving spouse's pension</li> <li>Orphan's pension</li> </ul>
Working abroad	<ul style="list-style-type: none"> <li>Certificate of coverage</li> <li>Assistance in making an application for a pension from a country with which Québec has signed a social security agreement</li> </ul>
Membership in a supplemental pension plan or administration of such a plan	<ul style="list-style-type: none"> <li>Information on your rights and responsibilities</li> </ul>

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

## We are committed to:

### Reliable service

#### You can count on us:

- to pay you the right amount on time;
- for correct and precise information;
- to handle your application or request in a competent manner;
- to be served in a timely fashion.

### Courteous service

#### You can count on us to:

- provide you with polite, courteous service;
- be attentive and patient;
- treat you with respect.

### Accessible service

#### You can count on us to provide you with:

- various ways to obtain information or file applications or requests, whether online, by telephone, or via booklets or folders;
- online access to your file;
- access to someone who can give you the information you need.

\* This is a personalized portal that allows citizens independent access to the personal information that the Régie has on file about them and to services related to their situation.

### Simple procedures

#### You can count on us for:

- forms that are simple and easy to use;
- information that is easy to understand;
- easy access to services;
- access to services that reduce the effort you need to make.

### Assistance

#### You can count on us to:

- inform you of the status of your file via My Account\*;
- help you during the process;
- provide information that is pertinent to your situation.

#### We meet these commitments while ensuring that:

- the personal information we have remains confidential;
- our expenses do not increase, despite the rising number of clients.

We are also committed to replying no later than the **maximum response time** shown in the **following table**. We will inform you if, exceptionally, these times cannot be respected.

Our **usual response time** is also given. And in three out of four cases, the wait time has not exceeded that response time.

Type of service	Maximum response time	Usual response time***
<b>Telephone</b> Waiting time to speak to an information clerk	<b>3 minutes</b>	<b>17 seconds</b>
The Régie is also committed to ensuring that the lines will seldom all be busy (less than 4% of calls during an entire year).	—	—

Response time to process an application for:		
<b>Retirement pension</b> (all methods of applying combined)	<b>40 days</b>	<b>21 days</b>
Filed <b>online</b>	<b>15 days</b>	<b>2 days</b>
<b>Surviving spouse's pension*</b> (all methods of applying combined)	<b>90 days</b>	<b>23 days</b>
Filed <b>online*</b>	<b>70 days</b>	<b>10 days</b>
<b>Disability pension**</b> The time is counted from when we receive both your application <b>and</b> your physician's report.	<b>150 days</b>	<b>65 days</b>
<b>Child assistance payments—Births in Québec**</b> The time is counted from when the Registrar of Civil Status receives the information on the birth of your child and ends when the Régie begins the payments.	<b>40 days</b>	<b>17 days</b>
<b>Supplement for handicapped children**</b> The time is counted from when we receive both your application <b>and</b> the health professional's report.	<b>90 days</b>	<b>83 days</b>

<b>Reply to email</b>	<b>2 working days</b>	<b>1 working day</b>
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\* The response time may be longer if you are a **de facto (common law) spouse**, because you will have to provide information to confirm your situation.

\*\* The Régie is committed to respecting the maximum response time when the initial information provided is sufficient to render a decision. We will notify you if we require additional information.

\*\*\* Based on the most recent results, between 1 November 2010 and 31 October 2011.