

REQUEST FOR REPAYMENT OF A BENEFIT — HOW TO USE IT

Getting back a \$200 CDB deduction taken when there was no CDB · Version 2.0, September 2026 (Classification: Public)

WHAT THIS FORM IS FOR

This form asks AISH to repay money it took off your benefit as a Canada Disability Benefit deduction during months when you were not receiving the CDB in that amount. When AISH pays you less than you were eligible for, that is an underpayment. The form asks them to assess it, show the calculation, and pay it back.

What changed in version 2.0. The form now quotes Alberta's own July 2026 guide on underpayments and on what may be subtracted; it carries the appeal route, which Alberta did not publish until July 2, 2026; it adds a fifth request asking what will be held back from the repayment; **every legislative citation has been corrected to the consolidations current as of July 2, 2026**, because the section numbers the old version cited have been repealed or renumbered; and **the contact page has been corrected** — two of the email addresses on earlier printed copies no longer exist. If you are holding a copy printed before September 2026, use this one instead.

Page 1 of the form tells you when to use it and how to fill it in, and page 4 lists every office. This guide does not repeat any of that. What follows is which of our four CDB forms you are holding, and the two things that decide whether the money reaches your account.

Which form do you need? Use *this* one when money was taken and there was no CDB, or not that much CDB, to take. Use the *Request to Stop the \$200 CDB Deduction* when you are still applying and want it to stop going forward. Use the *CDB Overpayment Appeal* when AISH says you owe them. Use the *CDB Clawback Documentation* when you want the loss on the record rather than a decision on your file. Sending the wrong one costs you weeks.

BEFORE YOU FILL THIS OUT

The first thing to understand is that winning is not the same as being paid. Alberta's July 2026 guide says, on underpayments: "AISH or ADAP will pay the full amount of an underpayment for the entire time you received the lower benefit amount." The very next line says: "Note: If you owe other debts to the Government of Alberta, money from an underpayment may be used to pay these debts first."

And the offset is the one part you cannot appeal. The appeal panel may review "whether you have an underpayment." It may not review "an amount that is subtracted from an underpayment to repay some money you owe the Alberta government." So if you have an overpayment on file, or a repayable advance for a DTC medical assessment, ask in writing for three numbers: the gross underpayment, what is being applied to debt, and what will reach your account. Request 5 on the form asks for exactly this. Do not cross it out.

Attach your denial letter if you have one. A DTC or CDB denial is the cleanest proof there was no benefit to count. If your decision simply had not come yet, say so and give the dates — the absence of a decision is provable from their own file.

You do not have to do their arithmetic. The form lets you write "to be determined by AISH" in the total. Use it. A wrong number you supplied becomes the number they argue with; a blank they have to fill becomes a calculation you can check.

WHAT EACH SECTION IS ASKING FOR

In plain terms, section by section. You do not have to read it all — find the part you are stuck on.

The situation (page 2)

The monthly amount and the month it started, then tick boxes for which of four things was true: no federal determination yet, DTC denied, CDB denied, or more taken than the CDB you received. Tick every one that applied at any point. These are periods, not categories — a file can move from "not decided yet" to "denied" and both periods count.

The legal grounds (pages 2 and 3)

Already written for you, and re-checked against the consolidations current as of July 2, 2026: section 6.2 of the Act, section 20(1) of AR 96/2026 — which says the director *must* pay the outstanding amount — and section 20(2), the provision they may use to hold money back. Then two quotations from Alberta's own July 2026 guide. Leave all of it exactly as printed. You do not need to understand it to send it.

What I am requesting (page 3)

Five numbered asks: assess it, show the calculation in writing, repay the full period, confirm the corrected ongoing amount, and say what will be held back for debt. The fourth is the one people forget and the one that stops this happening again next month.

In my own words (page 3)

Up to 1,200 characters. Dates, what you were told and by whom, and what the shortfall did to you. Keep it to events and their effect. If AISH lost paperwork or gave you contradictory answers, that belongs here — it puts their handling on the record alongside the money.

WHERE THIS GOES AFTER YOU SIGN IT**Your AISH or ADAP office — the corrected contacts are on page 4 of the form.**

Email is the easiest route and your sent message is your proof of the date. If you do not know which office holds your file, the Alberta Supports Contact Centre on 1-877-644-9992 can route you.

Copy the Appeals Secretariat if an appeal is already running.

alss.appeals@gov.ab.ca · fax 780-422-1088 · Edmonton 780-427-2709, Calgary 403-297-5636, Red Deer 403-340-5531, Lethbridge 403-381-5681. In Alberta dial 310-0000 first for no charge.

Keep a copy with the date you sent it.

Everything that follows — a reminder, a complaint, an appeal — is counted from that date.

WHAT HAPPENS NEXT

Expect an acknowledgement rather than a decision. If nothing has come in three to four weeks, send the same email again with "second request" and the original date in the subject line. Do not start a new letter.

If they refuse, the refusal is appealable and the clock is short. Page 1 of the form carries the route and the form number.

Alberta's guide puts it plainly: "You must submit your appeal in writing within 30 days of the date you receive the decision letter from AISH or ADAP."

Know which clock is the real one. The Act is the harder rule: section 10.1(1)(b) gives 30 days "after the date on which the person receives notice of the decision." Alberta's own page describes the clock as also requiring that you were told you had a right to appeal and 30 days to use it. Do not rely on the softer version — file inside 30 days of the notice, and if nobody told you about the appeal right, say so in writing as well.

You can ask for more time. Under section 10.1(3) of the Act the Minister may extend it where there are apparent grounds of appeal **and** a reasonable explanation for the delay — both. Section 3 of the Notice of Appeal is the request. Ask early: whether you get more time is itself not appealable.

Filing does not go straight to a hearing. The program first reviews the documents behind the decision to see whether it can be resolved without one. A refusal that cannot survive being looked at twice often does not.

WHAT NOT TO DO

Do not send this as your appeal. It is a request to the program. An appeal is a separate document on form AAS13358 to a separate office, and sending this one does not stop the 30-day clock on a decision you already have.

Do not guess a total to look organised. "To be determined by AISH" is on the form for a reason.

Do not drop the request for the written calculation. A repayment with no arithmetic attached cannot be checked, and cannot be appealed with any precision if it is short.

Do not use an older printed copy of this form. Two email addresses on the previous contact page are dead.

Quoted passages are reproduced from Your Guide to Disability Income Assistance (Government of Alberta, July 2026, updated July 2, 2026), alberta.ca/appeal-aish-decision, alberta.ca/aish-file-appeal, alberta.ca/contact-aish-and-adap and alberta.ca/appeals-secretariat-forms-and-contacts, all checked September 2026. General information, not legal advice.

Request for Repayment of a Benefit

A CDB amount taken when you were not receiving the CDB is an underpayment AISH must repay

WHEN TO USE THIS FORM

Use this form if AISH deducted the \$200 Canada Disability Benefit (CDB) amount from your benefit during a time when you were not receiving the CDB in that amount — for example, the deduction started before the federal decision came in, you were later denied the DTC or the CDB, or more was taken than the CDB you received. When AISH pays you less than you were eligible for, that is an underpayment, and the law requires AISH to repay it in full. This form asks them to do that.

BEFORE YOU SEND THIS

If you were denied, keep your DTC or CDB denial letter and attach a copy — it is your proof there was no CDB to count. You do not need to know the exact total: you can write “to be determined by AISH” and ask them to calculate it.

HOW TO USE THIS FORM

1. Fill in the date, your name, your AISH file number, and your AISH office at the top (page 2).
2. Fill in the amount deducted and the month it started, as best you know.
3. Check the boxes that describe your situation.
4. In the box, tell them what happened in your own words (page 3).
5. Sign and date.
6. Send it to your AISH office. The full contact list is on the last page. Email is easiest, and your sent email is your proof. Keep a copy.

WHERE IT GOES

Your AISH office — the contacts are on the last page. If you are also appealing, you may copy the Appeals Secretariat at alss.appeals@gov.ab.ca or fax 780-422-1088.

IF THEY SAY NO, YOU CAN APPEAL — THIS WAS PUBLISHED ON JULY 2, 2026

Alberta now lists, among the decisions the Citizen’s Appeal Panel may review: “whether you have an underpayment — this is a benefit you did not get, but were eligible for.” In law the right is broader than any list: under section 10.1(1) of the Act a decision of a director may be appealed unless it is exempt from appeal under the regulations, and an underpayment determination is not in the exempt list. Deadline: “within 30 days after the date on which the person receives notice of the decision” (Act s.10.1(1)(b)). The form is the Notice of Appeal, AAS13358. One limit before you count on the money — the panel may NOT review “an amount that is subtracted from an underpayment to repay some money you owe the Alberta government,” and that limit is in law too: AR 89/2007 s.6(i) exempts a decision under s.20(2) to make exactly that deduction. You can appeal whether you were underpaid. You cannot appeal what they hold back from it. Sources: Act s.10.1, AR 89/2007 s.6, AR 96/2026 s.20, alberta.ca/appeal-aish-decision.

Request for Repayment of a Benefit (continued)

Date

AISH File Number

To (your AISH office)

From (your full name)

Re: Request for repayment of a Canada Disability Benefit clawback that resulted in an underpayment of my AISH benefit

THE SITUATION

The CDB amount was deducted from my AISH benefit as follows (fill in what you know — AISH can confirm exact figures):

Amount deducted (\$ per month)

Started (month / year)

During the period this amount was deducted, the following was true (check all that apply):

I was not yet receiving the CDB — the federal determination had not been issued.

I was denied the Disability Tax Credit (DTC), so I could not receive the CDB.

I was denied the CDB.

More was deducted than the CDB I received (I was clawed back too much).

Total I believe was deducted in error \$

(or write “to be determined by AISH”)

THE LEGAL GROUNDS

My request rests on AISH’s own legislation, quoted below as consolidated and current as of July 2, 2026, and on what the program publishes about underpayments.

Assured Income for the Severely Handicapped Act, RSA 2006 c A-45.1, s.6.2 (Underpayments):

“Where a director determines that a client was underpaid a benefit, the director may address the underpayment in accordance with the regulations.”

AISH General Regulation, AR 96/2026, s.20(1) (Underpayments):

“Where a director determines that a client was underpaid a benefit, the director must pay the outstanding amount to the client.”

The word in section 20(1) is “must,” not “may.”

AISH General Regulation, AR 96/2026, s.20(2):

“A director may deduct from the outstanding amount (a) an amount or value of a benefit that the client must repay under section 7 of the Act, and (b) a debt due to the Government by the client.”

This is the provision under which money may be held back from what I am owed. I am asking, in request 5 below, to be told in writing whether it is being applied to me and in what amount.

Request for Repayment of a Benefit (continued)

Your Guide to Disability Income Assistance, July 2026 — “When underpayments happen”:

“If you receive a lower AISH or ADAP benefit amount than you are eligible for: AISH or ADAP will pay the full amount of an underpayment for the entire time you received the lower benefit amount.”

Request for Repayment of a Benefit (continued)

Your Guide to Disability Income Assistance, July 2026 — “Non-exempt income”:

“Non-exempt income is subtracted dollar-for-dollar from your monthly living allowance. It includes your income from: ... Canada Disability Benefit (CDB).”

Because the CDB amount was deducted from my AISH benefit during a period when I was not receiving the CDB in that amount, I had no such income to subtract, and my AISH benefit was reduced below what I was eligible to receive. That reduction is an underpayment. Under section 20(1) of AR 96/2026, AISH must repay it in full.

WHAT I AM REQUESTING

1. That AISH assess the underpayment created by deducting the CDB amount during the period(s) above.
2. That AISH provide me, in writing, the detailed calculation of that underpayment.
3. That AISH repay the full amount of the underpayment for the entire period, as required by section 6.2 of the Act and section 20(1) of AR 96/2026.
4. That AISH confirm my corrected ongoing benefit amount going forward, so the deduction is only applied for periods in which I receive the CDB.
5. That AISH tell me, in writing, whether any amount will be held back from the repayment to cover a debt owed to the Government of Alberta, and how much.

IN MY OWN WORDS — what happened (dates, what I was told, and how this affected me)

Maximum: 1200 characters.

I ask that this be resolved in my favour and that the full underpayment be repaid. I am available to provide any further information required.

Signature

Date

Printed name

Phone or email

This form contains general information, not legal advice. Quoted passages are reproduced from Your Guide to Disability Income Assistance (Government of Alberta, July 2026). Legislation is quoted from the Alberta King’s Printer consolidations current as of July 2, 2026. Checked September 2026.

Request for Repayment of a Benefit (continued)

WHERE TO SEND THIS — AISH AND ADAP CONTACTS

Send your completed form to your AISH or ADAP office using the contacts below. Office hours are 8:15 am to 4:30 pm, Monday to Friday, closed 12 to 1 pm and statutory holidays. If you do not know which office holds your file, the Alberta Supports Contact Centre can route you. In Alberta, dial 310-0000 first to reach any toll-free number free of charge. Verified against alberta.ca/contact-aish-and-adap and alberta.ca/appeals-secretariat-forms-and-contacts in September 2026.

ALBERTA SUPPORTS CONTACT CENTRE

Toll-free: 1-877-644-9992
Hours: 7:30 am – 8:00 pm, Mon – Fri
Main intake and file routing.

NORTH ZONE

northzoneaish@gov.ab.ca
1-888-644-1802 · Edmonton offices 780-415-6300
Athabasca, Barrhead, Bonnyville, Cold Lake, Edmonton, Edson, Fort McMurray, Grande Prairie, High Level, High Prairie, Hinton, Lac La Biche, Leduc, Peace River, Sherwood Park, Slave Lake, Spruce Grove, St. Albert, St. Paul, Vegreville, Westlock, Whitecourt.

CENTRAL REGION

aish.centralregion@gov.ab.ca (note the dot)
1-833-698-9959
Camrose, Drayton Valley, Drumheller, Lloydminster, Olds, Red Deer, Rocky Mountain House, Stettler, Vermilion, Wainwright, Wetaskiwin.

CALGARY REGION

calgaryaish@gov.ab.ca
1-866-334-6950
Airdrie, Calgary East / Westland, Calgary North / One Executive Place, Calgary South / Heritage Square, Canmore, Claresholm.

SOUTH ZONE

southaish@gov.ab.ca
1-833-382-4081
Brooks, Crowsnest Pass, Lethbridge, Medicine Hat, Pincher Creek, Taber.

DIA APPLICATION PROCESSING

No email — phone, fax or mail only.
1-877-759-6810 · local 587-759-6810
Fax 1-877-969-3006 · 587-469-3006
PO Box 17000 Station Main, Edmonton, AB T5J 4B3

APPEALS SECRETARIAT (neutral, separate from AISH and ADAP)

alss.appeals@gov.ab.ca · Fax 780-422-1088
Edmonton 780-427-2709 · Calgary 403-297-5636
Red Deer 403-340-5531 · Lethbridge 403-381-5681
Notice of Appeal form AAS13358 — 30 days from the decision letter.

24-HOUR INCOME SUPPORT (evenings, weekends)

780-644-5135 · 1-866-644-5135
alss.iscc@gov.ab.ca
Emergency benefits: emergencybenefits.alberta.ca