

FORMAL NOTICE OF UNDERPAYMENT

AISH / ADAP Monthly Benefit — Request for Correction and Payment of the Outstanding Amount

ADSB-UPN-001 v1.1 • Revised September 2026 • Classification: Public

WHEN TO USE THIS LETTER

Use this letter when your monthly benefit arrived but the amount was lower than it should have been. That covers a payment missing a component you were told you would receive, a deduction you do not recognise, an amount that dropped with no notice and no explanation, or a payment that does not match what a letter from the department told you to expect.

This is different from a payment that did not arrive at all, and different from a file that was never corrected after you reported something. If your payment is missing entirely, phone first and put it in writing the same day. If your file was never updated after you reported a change, the File Correction Letter is the better fit.

WHY THIS LETTER WORKS

The regulation does not leave underpayments to anyone's discretion. Section 20(1) of the Assured Income for the Severely Handicapped General Regulation (AR 96/2026) provides:

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

Must, not may. Once an underpayment is established, paying it is an obligation. Section 6.2 of the Act carries the same duty. This letter is therefore not a request for a favour. It asks the department to determine whether an underpayment occurred, and it puts the date of your notice on the record.

There is one lawful way an outstanding amount can come back to you reduced. Section 20(2) allows a director to deduct an amount you are required to repay under section 7 of the Act, or a debt you owe to the Government. Nothing else. That is why this letter asks them to identify any such deduction and its basis. If they cannot name one, the full outstanding amount is payable.

BEFORE YOU SEND IT

- Send it in writing even if you have already phoned. A call leaves no record. An email does, and the copy in your sent folder is dated proof of the day you reported it.
- Do not work out what you are owed and put a figure in. Ask them for an itemized breakdown instead. Their arithmetic against their own letter is far stronger than yours.
- Keep every letter, notice, and deposit record exactly as it is. Do not tidy anything up.
- If you are short of money now, ask for an emergency benefit in the same email. It is separate from your monthly payment and it is never offered. You have to ask by name.

WHERE TO SEND IT

Email it to your worker or to your regional office, using the contact list on page 4. If you do not know which office holds your file, send it to the Alberta Supports Contact Centre and ask them to route it. Ask for an acknowledgment of receipt.

Do not send this completed letter to the campaign. We cannot submit it for you, and your file details should not sit in anyone else's inbox. If you want help with the wording, write to us with none of your personal information attached.

SECTION A — YOUR DETAILS AND THE PAYMENT**DATE OF THIS LETTER**

Maximum 30 characters.

AISH / ADAP FILE NUMBER

Maximum 30 characters.

BENEFIT PERIOD AFFECTED

e.g. August 2026. Max 40 characters.

WHICH PROGRAM ARE YOU ON?☐ AISH☐ ADAP☐ I have not been told**DATE THE PAYMENT ARRIVED**

Maximum 30 characters.

DIRECT DEPOSIT OR CHEQUE

Maximum 30 characters.

AMOUNT RECEIVED

Maximum 20 characters.

WHAT I WAS TOLD I WOULD RECEIVE

Quote any letter, notice, or email from the department that set out what your payment should contain. Give its date. If a letter told you a benefit would be applied automatically, say so in their words.

Maximum 650 characters.

WHAT APPEARS TO BE MISSING OR WRONGLY DEDUCTED

Describe what is absent or unexplained rather than calculating a total. For example: no transition benefit appears on the statement; a deduction appears that I have had no notice of; the amount fell with no letter.

Maximum 650 characters.

CONTACT I HAVE ALREADY MADE**DATES I PHONED OR EMAILED**

Maximum 70 characters.

WHO I SPOKE TO (IF GIVEN A NAME)

Write "no name given" if none. Max 60 characters.

WHAT I WAS TOLD WHEN I MADE CONTACT

Maximum 550 characters.

SECTION B — WHAT I AM REQUESTING

To the Director, AISH / Alberta Disability Assistance Program:
I am giving formal notice that my monthly benefit for the period stated in Section A appears to have been underpaid. I am asking that this be determined and corrected. I set out my requests below.

1. An itemized breakdown of the payment identified in Section A, showing every component of the benefit and every deduction applied, each listed separately with the amount and the authority for it.
2. A determination as to whether I was underpaid a benefit for that period. Where an underpayment is determined, I request payment of the outstanding amount under section 20(1) of AR 96/2026 and section 6.2 of the Act.
3. Where any part of the outstanding amount is withheld under section 20(2), written identification of the amount withheld and whether it is being applied against a repayment required under section 7 of the Act or a debt due to the Government, together with the origin and date of that amount.
4. Written confirmation of the correction and the date the outstanding amount will be paid, within 10 business days of this notice.
5. Confirmation of which program my file sits on, and of the name and contact details of the worker or coordinator assigned to my file.
6. Assessment for an emergency benefit under section 11 of Schedule 3 of AR 96/2026 in the meantime, on the basis that the shortfall was not caused by me and places my essential costs at risk.

I am recording this notice in writing so that the date on which the matter was reported is on my file. I reserve any right of appeal available to me in respect of a decision arising from this matter, and I ask to be advised in writing of any applicable appeal route and time limit.

ANYTHING ELSE I WANT ON THE RECORD

Optional. Maximum 550 characters.

SIGNATURE (TYPED OR SIGNED) Maximum 50 characters.	DATE Maximum 30 characters.	PRINTED NAME Maximum 50 characters.
CONTACT EMAIL Maximum 60 characters.	CONTACT PHONE Maximum 30 characters.	FILE NUMBER Maximum 30 characters.

Keep a copy of this letter and proof of how you sent it. If you sent it by email, keep the message in your sent folder. That copy is your dated evidence that you reported the shortfall.

AISH AND ADAP OFFICES — CONTACT INFORMATION

Regional lines were corrected in July 2026. The number many people were given is the southern line and does not serve the whole province. Use the line for your region.

ALBERTA SUPPORTS CONTACT CENTRE (main intake)	Toll-free 1-877-644-9992 Hours 7:30am to 8:00pm, Monday to Friday
24-HOUR EMERGENCY (evenings, weekends, holidays)	1-866-644-5135 or 780-644-5135 Does not close. Covers emergency help for basic needs including shelter.
CENTRAL ALBERTA (regional line)	1-833-698-9959 • aish.centralregion@gov.ab.ca Red Deer, Olds, Drumheller, Camrose, Stettler, Drayton Valley, Lloydminster, Rocky Mountain House, Vermilion, Wainwright, Wetaskiwin, Whitecourt
NORTHERN ALBERTA (regional line)	1-888-644-1802 • northzoneaish@gov.ab.ca Athabasca, Barrhead, Bonnyville, Cold Lake, Edson, Fort McMurray, Grande Prairie, High Level, High Prairie, Hinton, Lac La Biche, Leduc, Peace River, Sherwood Park, Slave Lake, St. Albert, St. Paul, Vegreville, Westlock
SOUTHERN ALBERTA (regional line)	1-833-382-4081 • southaish@gov.ab.ca Lethbridge, Medicine Hat, Brooks, Crowsnest Pass, Pincher Creek, Taber
EDMONTON REGION	780-415-6300 • northzoneaish@gov.ab.ca City Centre, Northgate, Mill Woods, Meadowlark
CALGARY REGION	1-866-334-6950 or 403-297-8511 • calgaryaish@gov.ab.ca Westland, One Executive Place, Heritage Square
APPEALS SECRETARIAT	780-427-2709 • fax 780-422-1088 • alss.appeals@gov.ab.ca

IF YOU NEED HELP TODAY

Call 211 for food, rent help, and emergency funds, including community programs that have nothing to do with your file. If it is medication, phone your pharmacy before you run out and tell them what has happened. If your rent goes directly to your landlord and has not arrived, tell your landlord in writing today. You do not need to explain yourself. Getting ahead of it is worth more than waiting.

KEEP A RECORD

Write down the date, what you were told, and who told you, and keep it even after the money lands. On its own one shortfall is a bad month. Documented alongside others, it is a record of what happened to people, and a record is the thing that has to be answered.