

FORMAL REQUEST FOR FILE CORRECTION

AISH / ADAP Monthly Benefit Payment

ADSB-AFCL-002 v1.0 • Released May 2026

WHEN TO USE THIS FORM

Use this letter when AISH or ADAP has processed your monthly benefit incorrectly because information you previously reported was not recorded in your file. Common situations include: your benefit was reduced or held to \$0 because the program had no record that you did not work in a given month; paystubs you submitted were lost; or status changes you reported by phone or email were not entered. This letter cites your reporting obligation under Government of Alberta policy and requests written correction.

How to use this form:

1. Fill in the date, your file number, and the reporting period at the top.
2. Fill in THE FACTS section on page 2 with your specific dates and what occurred.
3. Sign and date page 3.
4. Email or mail the completed letter to your AISH or ADAP worker (contact list on page 4).
5. Keep a saved copy and the sent-email confirmation as proof of submission.

TO: Alberta Supports Contact Centre / AISH Program

RE: Monthly Benefit Payment — File Correction Request

Date of Letter

AISH / ADAP File No.

Reporting Period (e.g. May 2026)

Dear AISH worker,

I am writing to request immediate correction of my file and processing of my monthly benefit payment for the reporting period above. The information I have previously submitted to the AISH program has not been correctly recorded in my file, resulting in an incorrect benefit calculation. The facts of my situation are set out on page 2, with my reporting obligation, request for resolution, and signature on page 3.

— continued on page 2 —

THE FACTS

The information below reflects what has already been reported to the AISH program:

Month I last worked

Date I started working again (if applicable)

First month I did NOT have employment income

Last month I did NOT have employment income

Dates I reported no-income status to AISH (email or phone)

Date I called the Alberta Supports Contact Centre

Benefit month affected by error

What I was told on the call (e.g. "my benefit was processed at \$0 because...")

Maximum 1,000 characters

Any other relevant facts (additional context, prior occurrences, etc.)

Maximum 1,000 characters

— continued on page 3 —

REPORTING OBLIGATIONS AND WORKER DUTIES

Per the Government of Alberta (alberta.ca/aish-report-a-change), my responsibility is to report changes in my situation "as soon as possible," including "starting, stopping or changes in a job / employment / work" and "income you, or your spouse or partner get." The AISH Policy Manual's Maintaining Eligibility section confirms clients are required to advise their AISH worker of changes "as soon as they occur." The policy does not require a paystub for a month in which no work occurred; it requires the recipient to inform the program of that status. I have done so.

The AISH Policy Manual's Client Reporting section sets out the corresponding worker responsibilities for verifying benefit accuracy. The File Review Checklist is described as providing the worker "an opportunity to initiate contact with clients to inquire about their current situation and remind the client to report changes." Operational Policy "clearly indicates when file reviews, income reviews must be conducted and diary dates reset." A Hold of Benefits is identified as "a last resort," available only "if there are grave concerns about ongoing eligibility or the accurate amount of AISH benefits to issue and attempts to contact the client have been unsuccessful."

Neither condition for a Hold of Benefits has been met in my case. There are no grave concerns about my eligibility — my circumstances are documented and unchanged from prior reporting. Contact has not been unsuccessful — I have submitted my status to the program in writing, on the dates listed on page 2. The incorrect benefit calculation reflects information I submitted that was not entered in my file. Correcting that record is the administrative responsibility identified in the Client Reporting section.

I AM REQUESTING

1. Immediate correction of my file to reflect the reports I previously submitted that I did not have employment income during the period stated on page 2.
2. Immediate processing of my benefit payment for the reporting period in the correct amount.
3. Written confirmation, within 10 business days, of the corrected file status and the date my next benefit will be received.
4. I reserve my right to appeal this decision within 30 days per alberta.ca/appeal-aish-decision, should it not be resolved.

Thank you for your urgent attention to this matter.

Sincerely,

Signature (typed or signed)

Date

Printed Name

AISH / ADAP File No.

Contact Email

Contact Phone

— AISH office contact list on page 4 —

AISH OFFICES — CONTACT INFORMATION

Use the contacts below to submit this completed letter to your AISH or ADAP worker. Office hours are 8:15am to 4:30pm, Monday to Friday (closed statutory holidays). If you do not know which office your file is with, the Alberta Supports Contact Centre at the top of the list can route you. Source: alberta.ca/contact-aish.

ALBERTA SUPPORTS CONTACT CENTRE (main intake)

Toll-free: 1-877-644-9992 • Email: css.ascc@gov.ab.ca
Hours: 7:30am – 8:00pm, Mon – Fri

EDMONTON REGION (4 offices)

Email: northzoneaish@gov.ab.ca • Phone: 780-415-6300
City Centre (10242 105 St NW),
Northgate (9499 137 Ave NW),
Mill Woods (2331 66 St NW),
Meadowlark (15710 87 Ave NW)

CALGARY REGION (3 offices)

Email: calgaryaish@gov.ab.ca
Phone: 1-866-334-6950 / 403-297-8511
Westland (2752 Sunridge Way NE),
One Executive Place (1816 Crowchild Tr NW),
Heritage Square (8500 Macleod Trail SE)

SOUTHERN ALBERTA (regional line)

Phone: 1-833-382-4081
Covers: Lethbridge, Medicine Hat, Brooks,
Crowsnest Pass, Pincher Creek, Taber

CENTRAL ALBERTA (regional line)

Phone: 1-833-698-9959
Covers: Red Deer, Olds, Drumheller, Camrose,
Stettler, Drayton Valley, Lloydminster, Rocky
Mountain House, Vermilion, Wainwright,
Wetaskiwin, Whitecourt

NORTHERN ALBERTA (regional line)

Phone: 1-888-644-1802
Covers: 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

AISH APPLICATION PROCESSING CENTRE

PO Box 17000 Station Main
Edmonton, AB T5J 4B3
Toll-free: 1-877-759-6810
Local: 587-759-6810

24-HOUR EMERGENCY (evenings, weekends, holidays)

Phone: 780-644-5135 / Toll-free: 1-866-644-5135 • Email: css.iscc@gov.ab.ca