

FORMAL REQUEST FOR FILE CORRECTION

Canada Disability Benefit Deduction — amount does not match what I receive

WHEN TO USE THIS FORM

Use this letter when AISH or ADAP has deducted a Canada Disability Benefit (CDB) amount from your monthly benefit that does not match the CDB you really receive. Alberta deducts the CDB dollar for dollar, so the deduction must match your real amount, not a flat or assumed figure. Common situations: your CDB was denied or is still pending and an amount was deducted anyway; you receive a partial CDB (for example \$88 a month) but a larger amount was deducted; or your amount changed at the July benefit-year recalculation and the deduction was not updated to match.

WHY CDB AMOUNTS CHANGE — AND WHY THE DEDUCTION MUST FOLLOW

The CDB is income-tested and recalculated every July for the new benefit year, based on your prior year's tax return. For July 2026 to June 2027 the maximum is \$204.20 a month, but each person's real amount can be lower, and can go up or down each July as income changes. Because Alberta claws back only the CDB you receive, when your CDB changes, the deduction on your provincial benefit must change to match it. A deduction larger than the CDB you receive is money taken that you are owed back.

BEFORE YOU SEND THIS

Report your current CDB status and amount to the government first, at alberta.ca/aish-apply-for-federal-disability-supports. Use this letter as the escalation when a deduction was applied that does not match the CDB amount you receive.

HOW TO USE THIS FORM

1. Fill in the date, your file number, and the benefit month affected below.
2. Fill in THE FACTS on page 2 with your dates, your real CDB amount, and the amount deducted.
3. Sign and date page 3.
4. Email or mail the completed letter to your AISH or ADAP worker (contacts on page 4).
5. Keep a saved copy and the sent-email confirmation as proof.

TO: Alberta Supports Contact Centre / AISH Program

RE: Canada Disability Benefit Deduction — File Correction Request

Date of Letter

AISH / ADAP File No.

Benefit Month Affected

Dear AISH worker,

I am writing to request correction of the Canada Disability Benefit deduction applied to my monthly benefit for the period above. Alberta deducts the CDB dollar for dollar, so the deduction must match the CDB I really receive. The amount deducted does not match the CDB I receive. The facts are set out on page 2, with my reporting obligation, request, and signature on page 3.

— continued on page 2 —

THE FACTS

What I have reported, and the amounts that do not match

The information below reflects my Canada Disability Benefit and the deduction on my provincial benefit:

Date I applied for the CDB (or the DTC step before it)

Current status of my CDB application

e.g. denied / pending / approved for a partial amount / unable to apply

Date I reported my status/amount to AISH

How I reported it

government status form / email / phone

CDB amount I REALLY receive each month (enter 0 if none)

Amount AISH/ADAP DEDUCTED each month

Benefit month(s) the deduction did not match my true CDB

What I was told (for example, on a call to the Contact Centre)

Maximum 1,000 characters

Any other relevant facts (a partial CDB, a July recalculation change, prior occurrences, etc.)

Maximum 1,000 characters

— continued on page 3 —

REPORTING OBLIGATIONS AND WORKER DUTIES

Continued

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 income I, or my spouse or partner, receive. The AISH Policy Manual's Maintaining Eligibility section confirms clients are required to advise their worker of changes as soon as they occur. I have reported the status and amount of my Canada Disability Benefit on the date listed on page 2.

Alberta deducts the CDB from my provincial benefit dollar for dollar. That means the deduction may only be for the CDB income I really receive. For the period stated on page 2, the amount deducted is larger than the CDB I receive, because my CDB is a partial amount, was denied, is pending, or changed at the July benefit-year recalculation. A deduction larger than the income I receive does not reflect my real circumstances.

The AISH Policy Manual's Client Reporting section sets out the worker responsibility for verifying benefit accuracy and recording what clients report. Correcting the deduction to match the CDB I really receive is the administrative responsibility identified in that section.

I AM REQUESTING

1. Immediate correction of my file to reflect the Canada Disability Benefit amount I really receive for the period on page 2.
2. Correction of the CDB deduction so it matches only the CDB income I really receive, and repayment of any amount deducted above that, for the whole period it occurred.
3. Written confirmation, within 10 business days, of the corrected deduction, any amount owed back to me, and the date my next benefit will be received.
4. I reserve my right to appeal within 30 days per alberta.ca/appeal-aish-decision, should this 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

Submit your 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 can route you. In Alberta, dial 310-0000 first to reach any toll-free number free of charge. 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

Email: northzoneaish@gov.ab.ca

Phone: 780-415-6300

City Centre, Northgate, Mill Woods, Meadowlark

CALGARY REGION

Email: calgaryaish@gov.ab.ca

Phone: 1-866-334-6950 / 403-297-8511

Westland, One Executive Place, Heritage Square

AISH APPLICATION PROCESSING CENTRE

PO Box 17000 Station Main

Edmonton, AB T5J 4B3

Toll-free: 1-877-759-6810

Local: 587-759-6810

SOUTHERN ALBERTA (regional line)

Phone: 1-833-382-4081

Lethbridge, Medicine Hat, Brooks,

Crowsnest Pass, Pincher Creek, Taber

CENTRAL ALBERTA (regional line)

Phone: 1-833-698-9959

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

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

24-HOUR EMERGENCY (evenings, weekends)

Phone: 780-644-5135 / 1-866-644-5135

Email: css.iscc@gov.ab.ca