

PRE-APPEAL SUBMISSION OF NEW INFORMATION

Request for AISH / ADAP Reconsideration Before Filing a Notice of Appeal

ADSB-PASR-003 v1.0 • Released May 2026

WHEN TO USE THIS FORM

Use this form to ask AISH to review a recent program decision BEFORE you file a Notice of Appeal. This step matters because the AISH Policy Manual sets a hard rule: once a Notice of Appeal is filed, AISH "does not consider any new information," and the Appeal Panel "must not consider any new information" (Appealing a Decision, p.142; Limits to the Appeal Panel's Authority, pp.147–148). The Appeal Panel can only look at the same information AISH used to make the original decision. The pre-appeal stage is the only moment when new evidence can change the outcome.

How to use this form:

1. Identify the decision being reconsidered at the top of this page (date, type).
2. On page 2, describe the decision and submit the new information you want AISH to consider.
3. Sign and date page 3.
4. Email or mail the completed form to your AISH worker (contact list on page 4).
5. **IMPORTANT:** This submission does NOT pause the 30-day appeal clock. If you are close to day 30 with no resolution, file a Notice of Appeal as a protective step. See page 3.

TO: Alberta Supports Contact Centre / AISH Program

RE: Pre-Appeal Submission of New Information — Request for Reconsideration

Date of This Submission

AISH / ADAP File No.

Date of the Notice of Decision

Type of decision being reconsidered (check all that apply):

Denial of AISH / ADAP eligibility

Benefit reduction or recalculation

Benefit suspension or termination

Overpayment determination

HBEC / additional health benefits denial

Personal benefits denial

Medical supplies, equipment, or special diet denial

Other:

— continued on page 2 —

PRE-APPEAL SUBMISSION OF NEW INFORMATION (continued)

Dear AISH worker,

I am submitting new information for reconsideration of the decision identified on page 1, BEFORE filing a Notice of Appeal. The decision, the new information, and how it affects the original determination are set out below.

THE NEW INFORMATION

Please complete each field below. Attach supporting documents and list them at the bottom.

Describe the decision being reconsidered (amount, what was denied or reduced, reference number if any):

Maximum 600 characters

What new information are you submitting? Be specific (dates, names, document types):

Maximum 1,000 characters

Why was this information not part of the original decision? (e.g., wasn't available, wasn't requested, was overlooked)

Maximum 600 characters

How does this information change the original decision?

Maximum 600 characters

List of documents attached to this submission:

Maximum 400 characters

— continued on page 3 —

WHY THIS REQUEST MATTERS UNDER AISH POLICY

The AISH Policy Manual's Appealing a Decision section (p.142) states that once a Notice of Appeal is filed, AISH "does not consider any new information." The Limits to the Appeal Panel's Authority section (pp.147–148) confirms the Appeal Panel "must not consider any new information" beyond what AISH used to make the original decision. The pre-appeal stage is therefore the only moment when new evidence can change the outcome.

The AISH Policy Manual also sets out the program's authority to amend or reverse a decision before an appeal is filed, where new or corrected information warrants it. The Maintaining Eligibility section requires that client information be updated when changes are reported. I am asking that the new information attached be entered into my file and that the original decision be reconsidered on that basis.

I AM REQUESTING

1. Review and reconsideration of the decision identified on page 1, based on the new information submitted on page 2.
2. Written notice within 14 days indicating whether the decision is being amended, and if so, the details of the amended decision.
3. If the decision is NOT amended, written confirmation that my 30-day appeal right from the date of the original Notice of Decision is preserved, with the deadline clearly stated.
4. All documents attached to this submission be entered into my file in accordance with the Maintaining Eligibility section of the AISH Policy Manual.

IMPORTANT — PRESERVE YOUR APPEAL RIGHTS

Submitting this form does NOT pause the 30-day appeal deadline running from the original Notice of Decision date. If a corrected or written response is not received before day 30, file a Notice of Appeal as a protective step. The reconsideration process can continue alongside an active appeal.

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 form 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