



The ADMINISTRATIVE REVIEW of



A DECISION
BY THE SOCIÉTÉ
DE L'ASSURANCE
AUTOMOBILE
DU QUÉBEC
(SAAQ)



REVIEW
REVIEW

WHAT IS THE ADMINISTRATIVE REVIEW OF A DECISION?

The review of a compensation or rehabilitation decision is its re-examination at your request. After the SAAQ receives a formal application for review, a review officer is assigned to conduct a thorough study of the claim and contact you to clarify your expectations. Before making a ruling, the officer may also meet with you and assist you in the search for relevant evidence to complete a case.

THE REVIEW OFFICER'S ROLE AND YOURS

It is up to you to prove entitlement to the compensation you are claiming by submitting medical, legal, financial or other types of documents in support of your application to the Service de la révision administrative.

Review officers also can obtain additional medical, legal, financial or other documents, or require a medical assessment.

Since obtaining some documents can be lengthy, we suggest that you start the process without delay. You can also send us your comments in writing.



> TIME LIMIT

You have 60 days from the reception date of an SAAQ decision to submit an application for review.

> REIMBURSEMENT OF REVIEW APPLICATION EXPENSES

Ask your review officer if any of your expenses qualify for reimbursement.

> WITHDRAWAL OF AN APPLICATION

Your application for review may be cancelled at any time by sending a signed and dated letter to the SAAQ, expressing the desire to end the review process.

> PROTECTION OF PERSONAL INFORMATION

Personal information concerning a claimant gathered by the SAAQ in connection with an application for review, as well as any information submitted subsequently, is handled confidentially.



PREPARING AN APPLICATION

Supporting documents, whether medical or otherwise, need to demonstrate the connection between the accident and the compensation you are claiming.

IF YOU CHALLENGE A DECISION

concerning the end of income replacement indemnity payments, the relation between your injuries and the accident, your fitness to hold employment, permanent impairment, or aftereffects of injury such as pain and mental suffering or loss of enjoyment of life:

Proof is usually established on the basis of medical documentation from a physician, although other types of documents may also be considered. Evidence can take the form of an assessment report, a statement, comments on a report already on file, etc.

concerning expenses claimed:

Evidence presented may vary, depending on the type of expenses claimed. It may be in the form of invoices or receipts for the purchase of certain items, fees for a medical report or a medical assessment report.

concerning the SAAQ's refusal to recognize you as the victim of an accident covered by the Automobile Insurance Act:

The written statements of witnesses on the scene or photographs may be submitted in support of your version of what occurred.

> TIME LIMIT FOR RENDERING A REVIEW DECISION

The SAAQ has 90 days from the date it receives your application to render a review decision.

However, this time limit can be extended if:

- you wish to make comments or submit documents in support of your application. The SAAQ has an additional 90 days from the date it receives your comments or documents to render a decision;
- the SAAQ must obtain documents or have an assessment made by a health care professional; The SAAQ then has an additional 90 days to render a review decision.

> AFTER THOSE TIME LIMITS...

If a review decision has not been rendered, you may:

- either await the SAAQ's decision, after which you have the right to challenge it within 60 days of the reception date before the Administrative Tribunal of Québec; or
- contest the decision before the Tribunal without waiting for the SAAQ's decision.



FOR FURTHER INFORMATION, PHONE:

- 418 528-7777 in Québec (city and vicinity);
- 514 954-7777 in Montréal;
- 1 888 853-8009, toll free, from elsewhere in Québec



*Société de l'assurance
automobile*

Québec 