

January 18, 2014

Disaster Recovery Program (DRP) Instructions for Filing an Application for Review

If an applicant disagrees with the final total assistance they receive from the DRP, they can dispute the decision by filing an Application for Review. Prior to filing an Application of Review, the applicant must meet the following criteria:

1. Contact the DRP office at 1-888-671-1111 and discuss your concern with a representative.
2. Ensure that a damage assessment evaluator (through the DRP) has visited the damaged property at least once.
3. Received a written notice of ineligibility or final notice of total assistance available under the DRP.

An Application for Review can be completed by a homeowner, business owner, tenant, municipality or an authorized agent. The following information must be provided with the application at the time of filing:

- The reason for the request;
- Any new supporting information that was not supplied with the original application during the initial review process;
- Copies of existing relevant findings and/or reports from specialists and/or consultants not originally supplied with the original DRP application;
- Copies of relevant invoices or quotes;
- References to applicable sections of the Disaster Recovery Regulation and/or Disaster Assistance Guidelines;
- If the application is urgent, the applicant must state this on the application, along with the reasons for the urgency and the timeframe within which it is requested that the assistance be provided. (example: you are due to leave the country, your property is going up for sale, urgent medical reasons, etc.).

TIMELINES

Once the Managing Director has determined that the Application for Review is complete and has met all of the filing criteria noted above, the Managing Director or his/her designate will respond to the applicant as soon as possible. Applications are reviewed in the order they are received. If the request is urgent and the applicant has noted this on the application, every possible effort will be made to accommodate the timeframe indicated.

Submitting an Application for Review does not guarantee a dispute will be resolved in the applicant's favour. All decisions are based on information considered by the Managing Director and the current Disaster Recovery Regulation and Disaster Assistance Guidelines.

An Application for Review and supporting documents must be sent to:

**Managing Director, Alberta Emergency Management Agency
Alberta Emergency Management Agency
14515 122 Avenue, Edmonton, AB T5L 2W4**