



DISABILITY BENEFITS APPLICATION PROCESS

It takes seven steps

This step-by-step guide takes you through the Disability Benefits application process, start to finish.

Your job: Help us help you



Step 1: Begin your application.

You have three options to get started:

- Call: 866-522-2122.
- Apply through your My VAC Account.
- Visit a Veterans Affairs Canada office, Service Canada office or Royal Canadian Legion.

To speed things up:

- include a copy of your ID,
- clearly explain the link between your medical condition and service in detail,
- indicate whether you have received other compensation for the condition, and
- sign your application form.

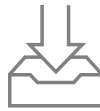


Step 2: Bring your medical questionnaire to your doctor.

When we receive your application, we will send you the required medical questionnaires. Once your doctor has filled out and signed your medical questionnaires, send us the completed paperwork. Your doctor must provide a diagnosis.

Tips: Including additional materials such as X-rays, MRIs or specialist reports with your completed application helps speed up the process.

Our job: Claim preparation



Step 3: We review your application.

If anything is missing or unclear, we will contact you.

Tip: A My VAC Account helps speed up communication.



Step 4: We get a copy of your service health records.

We will request your records from either the Department of National Defence or Library and Archives Canada, depending how recently you were released, or if you are still serving. This process can take up to three months.

Tip: Providing specific dates and events related to your condition will help us focus our document request—and speed up the process.

Our job: Adjudication



Step 5: We adjudicate your application.

We will review when your injury took place, its severity and the impact it has had on your life.

Our job: Adjudication



Step 6: We reach and share our decision.

The adjudicator will determine if you qualify for Disability Benefits and, if so, what level of payment you will receive. We will share the details of that decision with you in a letter.

Our job: Payment



Step 7: You receive payment.

If you qualify for Disability Benefits, our team will calculate your benefit and ensure you receive it.

Tip: Please include the direct deposit form in your application to receive your money faster.

You have options to appeal.

You can request a departmental review or a hearing through the Veterans Review and Appeal Board. Either the Bureau of Pensions Advocates or the Royal Canadian Legion can give you free legal support during any review or appeal.

Contact the Bureau at 877-228-2250
Contact the Legion at 877-534-4666