



Key facts about the disability application process

Some Canadian Armed Forces (CAF) members and Veterans are confused by conflicting information circulating about the disability assessment process. This document contains facts that are good to know before and during the application process.

#1

Most first-time decisions are favourable.

FACT

First time decisions are favourable nearly 80% of the time for all conditions.

WHY IT MATTERS

CAF members and Veterans with service-related illnesses or injuries should feel confident applying for disability benefits if they require the support.

#2

The average disability assessment is between 20% and 25%.

FACT

Most CAF members or Veterans who apply for disability benefits receive an assessment of 25% or less. The majority of those we serve through the disability benefits program are high-functioning people who live with service-related health conditions.

WHY IT MATTERS

Canadians have a common misconception that all CAF members or Veterans who apply for disability benefits are catastrophically injured. This is incorrect.

#3

Complex applications take longer to process.

FACT

Some CAF members and Veterans come to us with service-related health conditions that are extremely complex to assess. Those applications take longer to process.

WHY IT MATTERS

Two completed applications submitted on the same day might not be processed within the same timeframe because one may be more complicated than the other.

#4

The Service Standard Start Date starts once all supporting evidence is received.

FACT

Applications often come to us incomplete. Since we want to make sure we make the best decision possible for applicants, we start the decision-making process—and track our service standard—once we receive all supporting evidence. From there, the applications are processed on a first come, first serve basis.

WHY IT MATTERS

We cannot process incomplete applications, so try to make your application as thorough and complete as possible. If you're not sure about something, ask us!

CONTACT US

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