



Calgary Firefighters

Supplementary Pension Plan

Member Dispute Resolution Process

If an active member, retired member, former member, eligible spouse and/or other beneficiary (“**Member**”) has unresolved questions or concerns about his or her entitlement, the Member has the right to access this Member Dispute Resolution Process.

CFSP Administration Center

A call centre is maintained at the CFSP Administration Center. The call centre is staffed with personnel who can deal effectively with questions or concerns raised by Members. The CFSP Administration Center is the initial stage of this member dispute resolution process.

It is recognized that Members may raise their concerns with any of the lawful stakeholders associated with the Plan including representatives of the City of Calgary, representatives of the International Association of Firefighters Local 255 and/or any of the Board members. However, Members should first raise their questions or concerns directly with call centre personnel at the CFSP Administration Center. Call centre personnel will be guided by the appropriate Plan documents, policies, directions, instructions and approvals provided to the CFSP Administration Center by the Board.

The call centre at the CFSP Administration Center will ensure appropriate measures are in place to protect Member data and privacy and authenticate caller identity.

Review by the Board of Trustees

If the Member is not satisfied with a response or decision provided by the CFSP Administration Center, the Member may request a review by the Board. The Member shall provide a written request for a review by the Board, together with the reasons for the Member’s disagreement with the decision of the CFSP Administration Center, to the attention of the Board Secretary at 2312 Deerside Drive SE, Calgary AB, T2J 5X1. The Member may access the assistance of the representatives of the International Association of Firefighters Local 255 or any other person in preparing the written request for Board review.

The Secretary of the Board will forthwith request the CFSP Administration Center to provide the CFSP Administration Center’s synopsis of the Member’s concern and the written decision of the Plan Administration Office. The Secretary of the Board will provide a copy of the Member’s written request, the CFSP Administration Center’s synopsis of the Member’s concern and the written decision of the CFSP Administration Center to the Board.

Decision of the Board of Trustees

The Board will forthwith take steps to review the material, seek additional information from the CFSP Administration Center and/or the Member as the Board determines is appropriate and will prepare a written decision either upholding or altering the decision of the CFSP Administration Center. The decision of the Board will be forwarded to the Member and the CFSP Administration Center.

If the Board upholds the decision of the CFSP Administration Center, the decision of the Board will include a statement to the Member that, through the representatives of the International Association of Firefighters Local 255, the Member may have access to the arbitration process set out under Article 19 of the Plan text.

If the Board alters the decision of the CFSP Administration Center, the Board, in conjunction with the CFSP Administrative Center, will evaluate the need for potential policy changes and/or Plan amendments and, additionally, any required follow-up communications with third-party service providers, the City, the International Association of Firefighters Local 255 and/or Plan Members.

ADOPTED AND APPROVED BY THE BOARD OF TRUSTEES ON MAY 3, 2016.