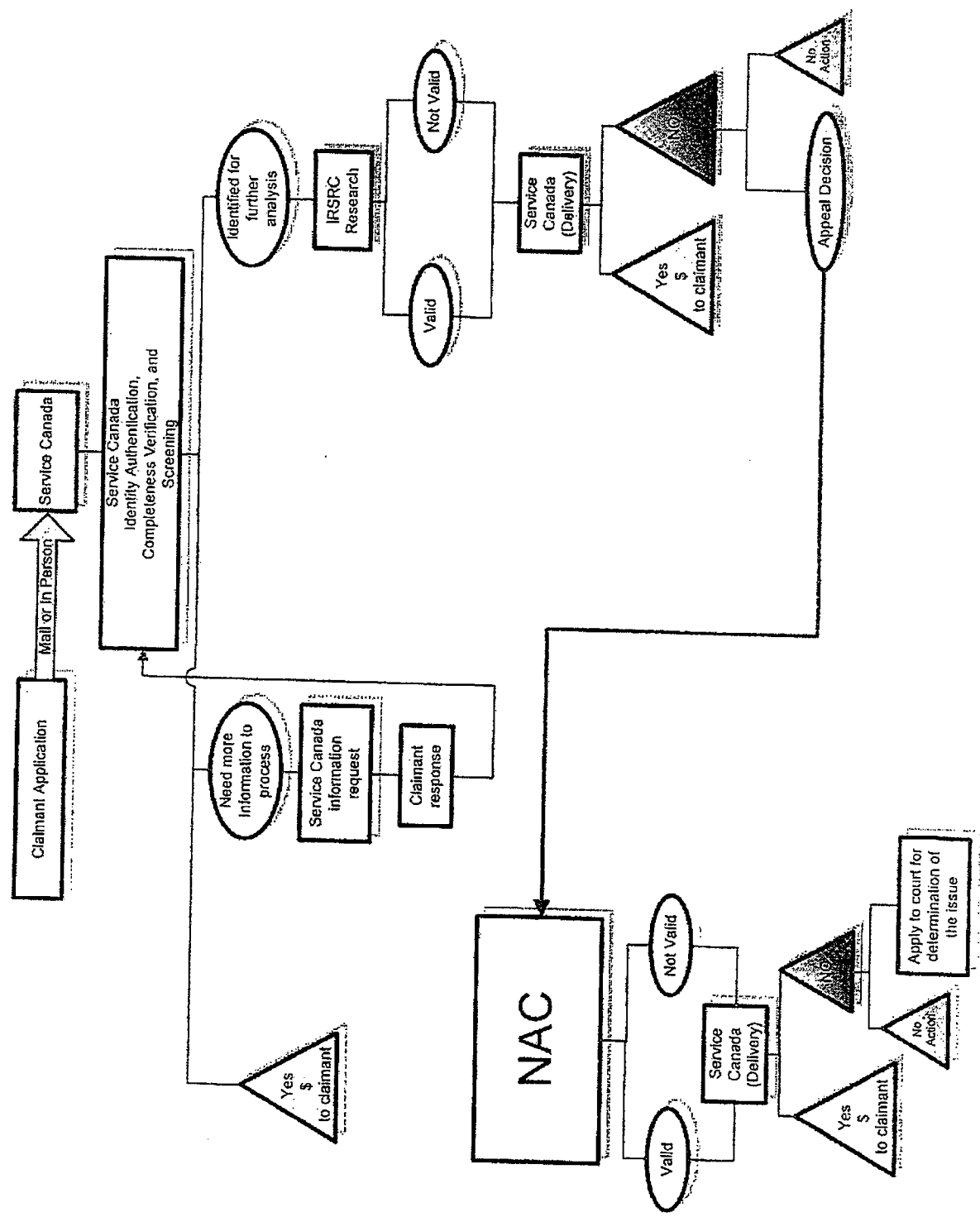




# SCHEDULE "L"

## CEP Process Flow

4/18/2005



### Processing of Common Experience Payments (CEP)

1. Applications can be made in person at a Service Canada Centre, a partner organization or through an Outreach officer in the Applicant's community. Applications can also be made by mail to Service Canada. Service Canada will provide:
  - general information on the CEP, including the application and payment process for the CEP; and,
  - information on the locations and hours where assistance can be provided in or near the client's community, as well as outreach schedules.Claimants or their Personal Representatives can locate the nearest Service Canada Centre by calling 1-800 O-Canada or checking the Service Canada website ([www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)).
2. All Applications will be registered on the date of receipt by Service Canada. Payment will be issued on valid Applications within 35 days of receipt with the expectation that 80% would be paid within 28 days. Applications requiring further research may require more processing time.
3. Service Canada will:
  - document the date of receipt and ensure that the application is complete;
  - confirm the claimant has proper identification as required by the CEP application form;
  - confirm the statement of attendance made on the CEP application form against data provided by the Office of Indian Residential Schools Resolution Canada.
4. Service Canada will make payment on Applications which are determined to be valid, in whole or in part; however, all others will be forwarded to the Office of Indian Residential Schools Resolution for further research.
5. Where an Application is determined not to be valid, in whole or in part, Service Canada will advise in writing the reason for the determination and the process by which the Applicant may appeal the determination to the NAC.
6. Service Canada will maintain records of the numbers of claims which are determined to be completely valid, which are determined to be valid in part and which are determined to be invalid and will report those findings to IRSRC and the NAC monthly or as NAC, IRSRC and Service Canada may otherwise agree.