

Status	Claim Type	Description of Status	Activities Involved
Received and Under Review	All Claims	The Administrator has received the Claim and is reviewing it for completeness.	<p>The Administrator checks for completeness:</p> <ul style="list-style-type: none"> ▪ all personal details for the claimant are present ▪ government issued piece of identification was provided ▪ school name and years are eligible ▪ supporting documents (if required) are present ▪ all signatures and dates are present ▪ sworn declaration and representative sections (if necessary) are complete
Missing information letter sent	Incomplete Claims	The Administrator has reviewed the Claim and identified some missing information.	<ul style="list-style-type: none"> ▪ The Administrator reviewed the Claim and sent a letter for information that is missing to complete the Claim ▪ The Administrator will wait to continue the review until the missing information is received ▪ The call centre agent can walk the claimant through the missing items and explain why it is required ▪ Once the missing information is provided, the claimant's status will change to one of the other statuses ▪ Letter issued to Claimant: Missing Items Letter
Claim is with Canada	Complete Level 2-5 Claims	The Administrator has provided (electronically) the Claim Form and supporting documents to Canada for review.	<ul style="list-style-type: none"> ▪ The Administrator must wait for Canada's time with the claim to expire (60 – 90 days) before a decision can be made regarding eligibility ▪ Canada may provide the Administrator with supplemental factual information regarding eligibility (within 60 – 90 days) ▪ Letter issued to Claimant: Confirmation of receipt and notice that claim was sent to Canada
Claim has been reviewed by Canada	Complete Level 2-5 Claims	Canada's time with the Claim has expired and the Claim is back with the Administrator.	<ul style="list-style-type: none"> ▪ If Canada provided additional documents, the Administrator must review the documents to see if there is any impact on eligibility ▪ Once eligibility is confirmed, the Administrator performs a Level assessment by reviewing all supporting documents and the narrative provided by the Claimant
Claim has been paid	All Eligible and Complete Claims	The Administrator has completed Eligibility and Level assessment. Cheque has been mailed.	<ul style="list-style-type: none"> ▪ The Administrator has finalized all reviews to confirm that the Claimant meets Eligibility and Level requirements ▪ Letter issued to Claimant: Confirmation of Eligibility and Cheque