

# things you need to know...

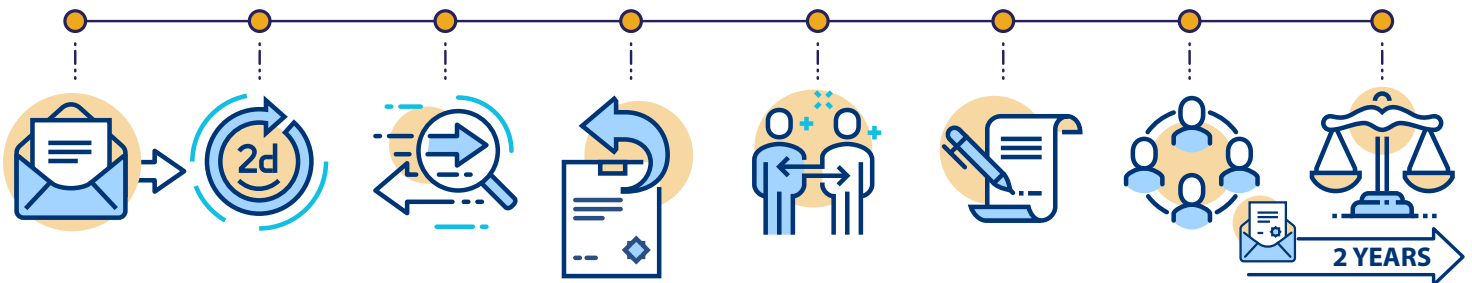


Musicians' Pension Fund  
of Canada



## I want to file a complaint with the Musicians' Pension Fund of Canada (MPFC)?

You may have an issue to resolve with the MPFC. Maybe you missed a deadline but don't feel you were at fault, you're not getting the benefits coverage you think you should, or you believe an administrative error was made. Here are the steps you should take.



### What you need to do

If you want to file a complaint with the MPFC, you should follow these steps.

1. Submit your complaint in writing. You can email the Fund at [info@mpfcana.ca](mailto:info@mpfcana.ca) or send mail to:  
200 Yorkland Blvd., Suite 605  
Toronto, ON M2J 5C1
2. You will receive confirmation of receipt of your complaint within two business days.
3. Your complaint will be directed to the appropriate department and logged with all relevant information (date of complaint, member name, concern, suggestion or comment, who dealt with the complaint, how the complaint was resolved).
4. You will receive a response in the same language as your written complaint (English or French).
5. If you are not satisfied with the response, you can escalate the matter to a supervisor or the Executive Director.
6. If your complaint is still not resolved to your satisfaction, you can file a written appeal with the MPFC Office. The appeal will be forwarded to the Board of Trustees.
7. The Board of Trustees will review the situation and communicate their decision to you in writing.
8. You can pursue legal action only after the previous steps have been taken. If you want to take legal action, you must do so, in the appropriate court, within two years of the Board of Trustees communicating their findings.