



## **Claim Form for Compensation for Damages for Injury Caused by the Phoenix Pay System *Bouchard Class Action Settlement Agreement***

### **Eligibility**

To make a claim for compensation for damages caused by the Phoenix pay system, as a member of this class action, you must:

- have been employed by the Government of Canada, in one or more of the departments and organizations listed in Appendix A;
- have been employed on a casual basis, as a student, on a term basis of less than three months or on a part-time basis (not ordinarily required to work more than a third of the normal period for persons doing similar work) or appointed by the Governor in Council under an Act of Parliament to a statutory position described in that Act;
- have been employed for at least one day in one, or more, fiscal years in which you experienced a pay problem. Compensation is based on eligibility for each fiscal year as follows:
  - 2016-2017 (February 24, 2016, to March 31, 2017)
  - 2017-2018 (April 1, 2017, to March 31, 2018)
  - 2018-2019 (April 1, 2018, to March 31, 2019)
  - 2019-2020 (April 1, 2019, to March 31, 2020).

### **Eligibility limits**

If you have received, or are eligible to receive, compensation from one or more of the following agreements (or one or more of the similar agreements with the separate agencies) for a given fiscal year, you will not be eligible for compensation under the settlement agreement for that same fiscal year:

- Agreement between the Core Public Administration Bargaining Agents ("Bargaining Agents") and the Treasury Board ("Employer") concerning damages caused by the Phoenix system (approved June 12, 2019)
- Agreement between the Public Service Alliance of Canada (PSAC) ("Bargaining Agent") and the Treasury Board of Canada ("Employer") (approved October 23, 2020)
- Agreement between the Core Public Administration Bargaining Agents ("Bargaining Agents") and the Treasury Board of Canada ("Employer") with regards to the Catch-up Clauses in the Memorandum of Understanding on Damages caused by the Phoenix system (approved March 3, 2021)
- Agreement between The National Police Federation (NPF) ("The Bargaining Agent") and The Treasury Board of Canada ("The Employer") (approved August 6, 2021)

For more information on eligibility on the *Bouchard* class action settlement agreement and/or the agreements above, or to submit a claim online, please visit <https://www.canada.ca/en/treasury-board-secretariat/topics/pay/phoenix-pay-system.html>.

## **Compensation**

Compensation is based on eligibility for each fiscal year as follows:

- 2016/2017 (February 24, 2016, to March 31, 2017): \$350
- 2017/2018 (April 1, 2017, to March 31, 2018): \$175
- 2018/2019 (April 1, 2018, to March 31, 2019): \$175
- 2019/2020 (April 1, 2019, to March 31, 2020): \$175

## **Deadline for submitting a claim**

Claims will be accepted only between 12:00 pm ET April 24, 2025 and 11:59 pm PT October 24, 2025.

Claims submitted by mail must be postmarked by the October 24, 2025 deadline.

## **Process**

### **Submitting a claim by mail**

If you are unable to submit your application via the online portal, or if you need to submit an application with all the necessary supporting documents, please print and complete the application form below and send it to the following address:

Treasury Board of Canada Secretariat  
Attention: TBS Claims Office  
90 Elgin Street, Ottawa, Ontario  
K1A 0R5

Do not send original documents, as they cannot be returned to the sender. Certified copies are acceptable.

### **Filing a claim on behalf of a deceased member or as a legal representative**

Applications on behalf of the estate of a deceased member or on behalf of an incapacitated member may be submitted by a legal representative. Copies of documents (e.g., death certificate and will, or proof of legal representation) attesting to one's eligibility to act on behalf of the applicant or estate must be provided. Please do not send original documents as they cannot be returned to the sender. Certified copies are acceptable.

## Compensation payments

Compensation will be paid by direct deposit from the Government of Canada pay system. It is your responsibility to ensure that your banking information and mailing address are up to date in the pay system. If you are a former employee and your banking or mailing information has changed since your departure from the public service, you or your legal representative can update this information by contacting the Public Service Pay Centre Client Contact Centre (1-855-686-4729) if your department was served by the Public Service Pay Centre, or by contacting your Departmental Claims Officer, list available at <https://www.tbs-sct.canada.ca/ap/list-liste/phoenix-phenix-eng.asp>. Consult the list of Departments and Organizations served by the Public Service Pay Centre (Appendix A) to determine if your department is/was served by the Public Service Pay Centre. If your department has either merged or been split, or no longer exists and you are having issues determining where to update your banking/ mailing information, please contact the Claims Office by email at [DamageClaims-ReclamationDommages@tbs-sct.gc.ca](mailto:DamageClaims-ReclamationDommages@tbs-sct.gc.ca) or by phone at 1-833-670-2715.

Providing inaccurate or incomplete information on this form may delay the processing of your application and the issuance of any payment.

The amount received will be calculated based on eligibility for compensation. Compensation paid under this settlement is not considered income and is not subject to deductions for income tax, CPP contributions and EI premiums.

The compensation to which you may be entitled may be used to reduce any amounts you owe to the Government of Canada.

Pursuant to section 42 of the *Act respecting the Fonds d'aide aux actions collectives* and section 1 of the *Regulation respecting the percentage withheld by the Fonds d'aide aux actions collectives*, chapter F-3.2.0.1.1, r. 2, a 2% deduction will be withheld from the gross amount to be paid to each member of this class action who resides in Quebec.

Once your application has been reviewed and assessed, you will receive a written decision on your eligibility, a payment breakdown, and a pay stub.

### Privacy notice (mandatory)

The personal information requested in this form is collected under the authority of the *Financial Administration Act*. The information provided in this form will be consolidated with pay information in a pay information database held at the Treasury Board of Canada Secretariat (TBS) and the Government of Canada pay system to:

- determine eligibility; and
- determine the amount of the payment to be made to you in accordance with the Settlement Agreement.

If you refuse to provide the personal information requested, TBS will be unable to process your claim for compensation.

The personal information you provide is collected by the TBS Claims Office and will be protected, used and disclosed in accordance with the *Privacy Act* and as described in the TBS' Personal Information Bank PCE 742 (Claims and Compensation for Damages Caused by the Phoenix Pay System). Your information may also be used or disclosed for financial reporting and program evaluation purposes. Under the *Privacy Act*, individuals have a right to request access and to correct their personal information. If you wish to exercise this right or require clarification about this privacy notice, please contact the TBS Access to Information and Privacy Coordinator by email at [atip.aiprp@tbs-sct.gc.ca](mailto:atip.aiprp@tbs-sct.gc.ca). If you are not satisfied with the response to your privacy concern, you may contact the Office of the Privacy Commissioner by telephone at 1-800-282-1376 or by email at [info@priv.gc.ca](mailto:info@priv.gc.ca).

☐ I certify (or I certify as a legal representative of a member) that I have read and understand this privacy notice.

**APPLICATION FORM****Self-Identification:**

*Please check one box only (mandatory):*

☐ I certify that I was employed by one of the departments and organizations listed in Appendix A for at least one day, for one or more fiscal years between February 24, 2016, and March 31, 2020.

☐ I certify that I am a legal representative applying on behalf of an incapacitated member or the estate of a deceased member who was employed by one of the departments and organizations listed in Appendix A for at least one day, for one or more fiscal years between February 24, 2016, and March 31, 2020.

If yes, please provide your contact information below.

**Member Information**

*Note that an asterisk (\*) denotes a mandatory field.*

<b>*Personal Record Identifier (PRI)</b>  If you do not know the PRI, please indicate that on this form, and ensure you include alternative verification including first and last name, DOB and the current or last organization in which the member has worked (a list of organizations can be found in Appendix A)	
<b>*Surname</b>	
<b>*Given name</b>	
<b>*Date of birth</b> (yyyy-mm-dd)	
<b>*Current or last department or organization the member worked for (See Appendix A)</b>	
<b>*Mailing address</b> (Number, street name, unit number)	
<b>*City, province or territory, and postal code</b>	
<b>*Phone number</b>	
<b>Email address</b>	

(Note: If no email address is provided, correspondence will be done by mail, which may cause delays).

**Contact information of the legal representative (if applicable)**

<b>Surname</b>	
<b>Given name</b>	
<b>Mailing address</b> (Number, street name, unit number)	
<b>City, province or territory, and postal code</b>	
<b>Phone number</b>	
<b>Email address</b>	

(Note: If no email address is provided, correspondence will be done by mail, which may cause delays).

**Certificate of claim (mandatory)**

*Please complete all questions (as a member or legal representative)*

1. ☐ I certify that I was employed (or I certify as the legal representative that the member was employed) for at least one day in one or more of the following fiscal years in which I (the member) experienced a pay problem:

*(The legal representative is responsible for the member they represent)*

*Check one or more fiscal years that apply:*

- ☐ 2016–2017 (February 24, 2016, to March 31, 2017)
- ☐ 2017–2018 (April 1, 2017, to March 31, 2018)
- ☐ 2018–2019 (April 1, 2018, to March 31, 2019)
- ☐ 2019–2020 (April 1, 2019, to March 31, 2020).

If you have received, or are eligible to receive, or if, in the case of a legal representative on behalf of a member, that member has received or is eligible to receive compensation for a fiscal year from any of the other damage agreements set forth in the “Eligibility limits” section at the beginning of this document, the Phoenix Claims Office has a history of each member’s periods of employment and will be able to determine eligibility for each fiscal year.

2. Please check all that apply.

Between February 24, 2016, and March 31, 2020, as a class member or legal representative on behalf of a member, the following types of employment apply:

- ☐ person employed on a casual basis
- ☐ student
- ☐ person employed on a term basis of less than three months
- ☐ person employed on a part-time basis (who is not ordinarily required to work more than a third of the normal period for persons doing similar work)
- ☐ person appointed by the Governor in Council under an Act of Parliament to a statutory position described in that Act.

- ☐ I agree to update my banking information and mailing address (or I agree as a legal representative to update the applicable banking information and mailing address on behalf of a member) in the pay system.

If necessary, you can update this information by following the steps outlined under the "Compensation Payments" section above.

**Release (mandatory)**

- ☐ By signing this Form (or signing the Form on behalf of a member), I expressly release the Attorney General of Canada, in accordance with the Settlement Agreement, upon receipt of the payments provided therein.

**Certification of claim (mandatory)**

- ☐ I solemnly declare (or I solemnly declare as a legal representative on behalf of a member) that all the information provided is true, accurate and complete to the best of my knowledge, knowing that my declaration has the same force and effect as if made under oath.

Suspected fraudulent claims may be referred to the appropriate authorities within your current or former department or institution, including its Departmental Security Officer and/or its Chief Financial Officer, for further examination in accordance with pertinent legislation.

---

**Date**

---

**Applicant's signature**



## APPENDIX A

### List of Departments and Organizations

**Departments and organizations listed in Schedules I and IV of the *Financial Administration Act* that use the Phoenix pay system:**

Accessibility Standards Canada  
 Administrative Tribunals Support Service of Canada  
 Agriculture and Agri-Food Canada  
 Atlantic Canada Opportunities Agency  
 Canada Border Services Agency  
 Canada Economic Development for Quebec Regions  
 Canada School of Public Service  
 Canadian Dairy Commission  
 Canadian Grain Commission  
 Canadian Heritage  
 Canadian Human Rights Commission  
 Canadian Intergovernmental Conference Secretariat  
 Canadian Northern Economic Development Agency  
 Canadian Radio-television and Telecommunications Commission  
 Canadian Space Agency  
 Canadian Transportation Agency  
 Civilian Review and Complaints Commission for the Royal Canadian Mounted Police  
 Copyright Board of Canada  
 Correctional Service of Canada  
 Courts Administration Service  
 Crown–Indigenous Relations and Northern Affairs Canada  
 Department of Finance Canada  
 Department of Justice Canada  
 Department of National Defense  
 Employment and Social Development Canada  
 Environment and Climate Change Canada  
 Federal Economic Development Agency for Southern Ontario  
 Fisheries and Oceans Canada  
 Global Affairs Canada  
 Health Canada  
 Immigration and Refugee Board of Canada  
 Immigration, Refugees and Citizenship Canada  
 Impact Assessment Agency of Canada  
 Indigenous Services Canada  
 Infrastructure Canada  
 Innovation, Science and Economic Development Canada  
 International Joint Commission  
 Library and Archives Canada  
 Military Grievances External Review Committee  
 Military Police Complaints Commission of Canada  
 National Farm Products Council

Natural Resources Canada  
Office of the Chief Electoral Officer (Elections Canada)  
Office of the Commissioner for Federal Judicial Affairs Canada  
Office of the Commissioner of Lobbying of Canada  
Office of the Commissioner of Official Languages  
Office of the Information Commissioner of Canada  
Office of the Privacy Commissioner of Canada  
Office of the Public Sector Integrity Commissioner of Canada  
Office of the Registrar of the Supreme Court of Canada  
Office of the Secretary to the Governor General  
Office of the Superintendent of Bankruptcy  
Parole Board of Canada  
Patented Medicine Prices Review Board Canada  
Privy Council Office  
Public Health Agency of Canada  
Public Prosecution Service of Canada  
Public Safety Canada  
Public Service Commission of Canada  
Public Services and Procurement Canada  
Royal Canadian Mounted Police  
Royal Canadian Mounted Police External Review Committee  
Secretariat of the National Security and Intelligence Committee of Parliamentarians  
Shared Services Canada  
Statistics Canada  
Transport Canada  
Transportation Safety Board of Canada  
Treasury Board of Canada Secretariat  
Veterans Affairs Canada  
Veterans Review and Appeal Board  
Western Economic Diversification Canada (split into two new agencies: Pacific Economic Development Canada [PacifiCan] and Prairies Economic Development Canada [PrairiesCan])  
Women and Gender Equality Canada

**Separate agencies listed in Schedule V of the *Financial Administration Act* that use the Phoenix pay system:**

Canada Revenue Agency  
Canadian Energy Regulator (formerly the National Energy Board)  
Canadian Food Inspection Agency  
Canadian High Arctic Research Station (Polar Knowledge Canada)  
Canadian Institutes of Health Research  
Canadian Nuclear Safety Commission  
Canadian Security Intelligence Service  
Communications Security Establishment  
Financial Consumer Agency of Canada  
Financial Transactions and Reports Analysis Centre of Canada  
Indian Oil and Gas Canada  
National Film Board of Canada  
National Research Council Canada  
Natural Sciences and Engineering Research Council of Canada  
Northern Pipeline Agency  
Office of the Auditor General of Canada  
Office of the Correctional Investigator of Canada  
Office of the Superintendent of Financial Institutions of Canada  
Parks Canada  
Secretariat of the National Security and Intelligence Review Agency (formerly the Security Intelligence Review Committee)  
Social Sciences and Humanities Research Council  
Statistical Survey Operations