

CPAA Term Project – Frequently Asked Questions

1. Can AccessHR provide me with a list of my work history?

AccessHR is unable to confirm your past history. You must complete and mail the information form you received with your letter. Canada Post will validate your information and determine if you qualify for the payment at that time.

2. Since I received the letter, does this mean I qualify for the payment?

No. To qualify for the payment, you must have worked as a CPAA term employee for at least six continuous months in a single position for a minimum of 12 hours per week any time after August 19, 2004 and must have been an active employee on or after January 1, 2010.

3. How do I know if I qualify for the payment?

To qualify for the payment, you must have worked as a CPAA term employee for at least six continuous months in a single position for a minimum of 12 hours per week any time after August 19, 2004 and must have been an active employee on or after January 1, 2010.

4. How much will my payment be?

If you qualify, the payment is based on the CPAA level you worked at during the eligible period and the amount of time you worked in the same position. Your payment amount will be determined during the verification process.

5. I worked 4 months in one office and then worked 4 months in another office without a break in service. Do I qualify for the payment?

No; you worked in 2 offices and each location was a different position for a total of 8 months. To qualify for the payment, you must have worked at least 6 **continuous** months in a **single position** for a minimum of 12 hours per week.

6. I worked 6 months in one location but covered the part-time assistant, then the senior assistant. Do I qualify for the payment?

No; you worked in 2 different positions for a total of 6 months. To qualify for the payment, you must have worked at least 6 **continuous** months in a **single position** for a minimum of 12 hours per week.

7. Why does this payment cover from August 19, 2004 only?

The effective date was agreed upon by Canada Post and CPAA.

8. When do I have to submit my information?

You must fill out and mail the form you received with your letter to Canada Post by November 3, 2014.

9. When can I expect a reply from Canada Post?

A letter will be sent out after the verification process is completed to confirm you are eligible or inform you that you do not qualify.

10. When can I expect my payment?

You will receive a confirmation letter after the verification process is completed. If you qualify for a payment, the letter will indicate the amount and when it will be paid.