

# Review of eligibility decisions for certificate services



Published: October 2021

The following eligibility decisions are reviewable:

- a finding of financial or legal ineligibility for certificate services
- cancellation of existing certificate services due to financial ineligibility
- a requirement to enter into a contribution agreement, a decision to amend a contribution agreement, or the determination of the amount of a contribution agreement

An application for review must be submitted to the LAO office indicated in the written decision notice within 15 days of the deemed delivery date of the notice.

All applications for review must be made in writing and must contain any information identified by LAO as having been missing or incomplete in the initial application.

LAO reviews eligibility decisions on the basis of eligibility criteria and the review process set forth in LASA 2020, the Rules, and applicable LAO Policies.

Where an individual has been refused certificate services on the basis of income and wishes to apply for a review of that decision, the individual may be required to complete a financial reassessment as set out in s.22 (9) of the Rules, and may be required to provide verification of income, monthly debt payments, and/or monthly extraordinary medical expenses.