



The Hon. Ahmed Hussen  
Minister of Families, Children and Social Development  
140 Promenade du Portage  
Gatineau, Quebec K1A 0J9  
Canada

April 28, 2020  
Ottawa

Dear Minister Hussen,

We are writing to bring to your attention the lack of service at the Registered Disability Savings Plan (RDSP) service desk. The 1.866.204.0357 phone number is completely shut down and callers are being re-directed to contact their financial institution for information.

As you know, the RDSP is the primary savings vehicle being used by parents and guardians of person with disabilities. Canadian families depend on the RDSP for their family members and must have access to basic services through the 1-800 number in order to ensure their information is correct and that they receive the generous grants and matching grants being provided by the federal government. Verifying SIN numbers, checking for the correct spelling of names, and rectifying errors made during the application process that are flagged by financial institutions is now impossible to do because the 1-800 number is shutdown.

We are asking you, Minister, to look into this matter and advise whether alternative arrangements are being deployed in the near future to address the shutdown of this service. Parents and guardians of persons with disabilities need a way to address errors made during the application process and to verify the information on their account to ensure their financial institutions have the necessary information.

We look forward to being informed of what actions are being undertaken to ensure business continuity for this important service for account holders of the RDSP.

Sincerely,

Tom Kmiec  
Member of Parliament for Calgary Shepard

Dan Albas  
Shadow Minister for Employment, Workforce Development and Disability Inclusion  
Member of Parliament for Central Okanagan – Similkameen – Nicola

Stephanie Kusie  
Shadow Minister for Families, Children and Social Development  
Member of Parliament for Calgary Midnapore