



Citation: *TT v Minister of Employment and Social Development*, 2025 SST 229

Social Security Tribunal of Canada
General Division – Income Security Section

Decision

Appellant: T. T.

Respondent: Minister of Employment and Social Development

Decision under appeal: Minister of Employment and Social Development
reconsideration decision dated October 24, 2024 (issued
by Service Canada)

Tribunal member: Dawn Kershaw

Type of hearing: Teleconference

Hearing date: March 3, 2025

Hearing participants: Appellant
Respondent's representative

Decision date: March 11, 2025

File number: GP-25-52

Decision

[1] The appeal is dismissed.

[2] The Appellant, T. T., isn't eligible for a Canada Pension Plan (CPP) retirement pension before June 2024. This decision explains why I am dismissing the appeal.

Overview

[3] The Appellant said she sent an application for a CPP retirement pension on January 3, 2024, by mail.¹ When she didn't hear anything by April 2024, she called Service Canada who said they had no record of receiving her application. She says they suggested it might have been lost in the mail.

[4] She went in person to get another application, which she said was very difficult for her. The Minister of Employment and Social Development (Minister) received it on May 10, 2024.² They approved her CPP retirement pension based on this application.³

[5] The Minister says because they got her application on May 10, 2024, the earliest she can get her CPP retirement pension is June 2024, the month after she applied.⁴

[6] The Appellant says the start date of her CPP retirement pension should be March 2024 (the month after she turned 60) based on the application she mailed in January 2024.⁵

What I have to decide

[7] I have to decide if the Appellant is eligible for a CPP retirement pension before June 2024.

¹ See Notice of Appeal at GD1-3.

² See application at GD2-13.

³ See original decision at GD2-23.

⁴ See Minister's submissions at GD5-3.

⁵ See Notice of Appeal at GD1-3.

Reasons for my decision

[8] The Appellant isn't eligible for a CPP retirement pension before June 2024.

[9] The *Canada Pension Plan* says a retirement pension begins on the **latest** of the following dates:

- the month after the Appellant turned 60 – that is, March 2024
- the month after the Minister received her application – that is, June 2024
- the month the Appellant chose in her application – that is, “as soon as I qualify”⁶

[10] In the Appellant's case, the latest of these dates is June 2024. That is the earliest her payments can begin.

[11] The Appellant said either Service Canada or Canada Post must have lost her January 2024 application, so she should get her pension for March and April 2024.

[12] If the Minister did lose her application (and this isn't certain), this would be what is called an “administrative error”.

[13] The CPP explains what can happen if there is an administrative error. The **Minister** “shall take such remedial action as the Minister considers appropriate” to put the person back in the position they should have been in.⁷

[14] I don't have any authority to intervene if the Minister made an administrative error (for example, if they did lose her application).⁸

[15] While I sympathize with the Appellant and understand how important the extra months of retirement disability pension payments are to her, I can't help her because I have to do what the CPP tells me I have to do. I can't make exceptions. And I can't

⁶ See paragraphs 67(3.1) (a), (b), and (d) of the CPP. Subsection 67(3) does not apply, since the Appellant did not reach the age of 65 before the day on which the Minister received her application.

⁷ See paragraph 66(4) of the CPP.

⁸ *Pincombe v Canada (Attorney General)*, [1995] FCJ No. 1320 (FCA); *Canada (Minister of Human Resources Development) v Tucker*, 2003 FCA 278.

make a different decision because of fairness, compassion, or extenuating circumstances.

Conclusion

[16] I find that the Appellant isn't eligible for a CPP retirement pension before June 2024.

[17] This means the appeal is dismissed.

Dawn Kershaw
Member, General Division – Income Security Section