



## BURNT BY PHOENIX

### FIRST AID



PSAC has worked hard to secure important support and relief for all our members impacted by Phoenix.

If you've been burnt by Phoenix please make sure to access the services you're entitled to.



Public Service Alliance of Canada  
Alliance de la Fonction Publique du Canada

[psacunion.ca/phoenix](http://psacunion.ca/phoenix)



**If you receive 0-pay on pay day, or have been underpaid to the point where it is causing financial hardship:**



- Go immediately to your manager/supervisor (section 34-delegated authority) for access to an Emergency Salary Advance (ESA) or Priority Pay (maximum 48 hours turnaround).



**If you are returning from long-term sick leave, maternity/parental leave, a transfer "in" or are on a "gradual return to work":**



- Access your department's HR software to confirm all necessary entries/updates have been completed.
- Meet with your manager/supervisor prior to your return to confirm all authorizations are entered into the system and processed before you return to work.



**If you do not receive your full entitlements, like overtime, acting pay, northern allowance, allowances mandated by the Collective Agreement, etc:**



- File a pay action request.
- Meet with your manager/supervisor and request a Priority Pay for any missing entitlements. Please note this does not apply to retro pay.



**If you are unable to repay monies received due to overpayments in a lump sum or by the payment schedule prescribed by the employer:**



- Go to your manager/supervisor to discuss alternative payment schedule.



**If you have incurred out of pocket expenses due to Phoenix pay issues, such as non-sufficient funds (NSF) charges, late payment charges, credit card or loan interest and similar fees:**



- You are eligible to file a claim with Treasury Board. Find a link to the claim form at [psacunion.ca/phoenix](http://psacunion.ca/phoenix)



**If you are retiring and worried about pension problems because of Phoenix:**



- Contact the Pension Centre at 1-800-561-7930.

Contact the PSAC representative in your workplace if you need assistance at any step in this process.