

INSURANCE

Appeals

As a client of Manitoba Agricultural Services Corporation (MASC), you have the right to appeal your claim.

Appeal Tribunal

- All appeals are heard by an Appeal Tribunal, which is comprised of individuals with agricultural experience who are independent of MASC.
- A hearing will be arranged, where you can present your concerns regarding the claim.
- An independent Appeal Tribunal Adjustor may also assess your claim and present his/her findings at the hearing. MASC staff attend the hearing to explain MASC's position.
- Following the hearing, the Appeal Tribunal will deliberate in private and arrive at a ruling.
- The Appeal Tribunal's decision is final and binding for both parties.

As defined in the AgrilInsurance and Hail Regulations, the following matters are NOT appealable:

- refusal to pay due to inadequate representative strips
- determination of production related to carryover production, volunteer crop mixtures, grade guarantees, quality adjustments and inseparable seeds
- decisions of destruction of plants and/or acreage
- the grade, dockage, moisture content and test weights assigned by MASC. However, you may request to have these retested or resampled.

As defined in the Wildlife Damage Compensation Regulations, the following matters are NOT appealable:

- decisions relating to dollar amounts, grade guarantees and quality adjustments
- leafcutter compensation on or before May 1 or on or after October 1
- honey bee compensation for losses on or before March 1 and on or after December 1

Note: This information sheet contains general information only and does not form part of the AgrilInsurance or Hail Contracts between an insured and MASC. In all cases, the AgrilInsurance or Hail Contracts, or Wildlife Damage Compensation Regulation (MB) shall prevail.



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