



## MANITOBA CROP ALLIANCE

### ADVANCE PAYMENTS PROGRAM (APP) SERVICE STANDARDS

The Advance Payments Program (APP) is a federal loan program administered by Manitoba Crop Alliance (MCA). It offers Canadian farmers marketing flexibility through interest-free and low interest cash advances. As an administrator of Agriculture and Agri-Food Canada's (APP), we will provide our APP clients with the optimal service they deserve as follows.

- We will treat our APP clients in a courteous and professional manner.
- We will listen to our APP clients' requests and take the necessary actions to assist them as quickly as possible.
- It is our goal to issue advances to eligible farmers in three to five business days once a fully completed application with supporting documentation is received and authorized by MCA staff.
- We will inform our APP clients within 24 hours of their request of normal process time for what they are requesting service for and when they can expect completion.
- We will keep our APP clients informed of any unexpected delays in the process or service.
- We will update our APP clients as to where we are in the process of their request.
- We will provide the option for our APP clients to speak with senior management, if requested.

#### Correspondence

- We will respond to voice mails within 24 hours during normal business hours.
- We will respond to e-mails within 24 hours during normal business hours.
- We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will indicate our expected return date and include an alternate contact person (if applicable).

