

Delays in sending decisions



THE TIME LIMIT FOR A DECISION

The SVB will aim to take a decision on your claim, request for review or regarding a change you report as soon as possible, but in any case within a certain time limit. We usually send a letter confirming receipt and stating how long you can expect to wait for a decision. If necessary, we may extend the time limit for a decision. In that case, you will receive a letter informing you of the new time limit.

WHEN IS A DECISION OVERDUE?

The time limit for a decision does not expire until after the date stated in the confirmation of receipt or letter of extension. If you do not receive a decision by that date, the decision is overdue.

IF YOU HAVE NOT RECEIVED A DECISION

On 1 October 2009, a new law on compensation came into effect. If you submitted a claim or a request for review, or if you reported a change, on or after 1 October 2009, and you have not received a decision within the stated time limit, you can send us a letter to inform us that our decision is overdue. After we receive your letter, we will try to send you a decision within two weeks. If we are unable to do so, you will be entitled to compensation starting the day after that two-week period.

COMPENSATION AMOUNT

The amount of compensation you receive depends on the number of days the decision is overdue after we receive your letter. Compensation is not payable for the first two weeks. After that, you can receive € 20 per day for the first 14 days, € 30.00 per day from the 15th day to the 28th day, and € 40 per day from the 29th day to the 42nd day. Compensation is payable for a maximum of 42 days, and is always paid after the 42-day period has ended.

REPORTING A DELAY

If the stated time limit for your decision has expired, you can inform us of this in a letter. Please also state your Burgerservicenummer or SVB reference number so that we can process your letter more quickly.

IF YOU HAVE ANY QUESTIONS

If you have any questions after reading this information, please contact your SVB office. You can reach us on weekdays between 8 a.m. and 5 p.m.

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