

HOW TO APPEAL AGAINST THE DECISION YOU RECEIVED

If you are dissatisfied with the decision you have received, you can appeal it by filing a written complaint. Make your appeal within 30 days of being informed of the decision.

How to file in an appeal

Address your written complaint to the Pensions Appeal Board (Työeläkeasioiden muutoksenhakulautakunta TELK), but send it to Ilmarinen. The Pension Appeal Board is an appeal instance that functions independently of the pension providers and the Finnish Centre for Pensions.

In the complaint, state the following:

- the decision to which you are appealing
- the changes you demand
- the grounds on which you are requesting a change
- your name, personal identity number, address and phone number.

How to send the appeal

You can submit your written complaint on our website, as a secure message or by mail. You can provide attachments and additional documentation as a secure message. If necessary, you can also provide additional documentation at a later date. Any documents that you have previously sent to Ilmarinen do not need to be sent again.

In the web service

Log in with your bank ID or mobile certificate at [Ilmarinen.fi/en](https://ilmarinen.fi/en). If the appeal concerns your YEL income, after logging in, select Change your YEL income. Then select Complaint, fill in the information and send a notice. If your complaint does not concern YEL income, but something else like for example the duration of your insurance, select Send a message, then state what change you are applying for, and provide your reasons for the change.

As a secure message

You can send your complaint as a secure message without having to log in to our service. Go to our website and select Contact us. Then, under Send secured message select An appeal for decision. As the subject of the message, write: Complaint about YEL decision.

By post

You can submit your complaint to Ilmarinen Mutual Pension Insurance Company, Appeal, P.O. Box 2, 00018 ILMARINEN. Remember to sign the complaint. If someone else files a complaint on your behalf, sign a free-form power of attorney to authorize them to handle your case.

When does the appeal have to reach us?

The need to receive your appeal no later than the thirtieth day after you were informed of the decision. We consider you to have been informed of the decision on the seventh day after we mailed the decision to you.

Transfer of the complaint to the Pension Appeal Board

If we accept the changes you have requested, we will correct our decision ourselves. If we cannot rectify the decision according to your request, we will transfer your appeal and any documents related to your matter to the Pension Appeals Board. We will inform you of the transfer.