

# DESR

What the WAO needs to be able to open a file

**D** Decision Letter (denial) The WCB needs to have made a decision in writing with a rationale. We can provide advice and assistance without it, but can not represent.

**E** Expectation – What does the client want from the WCB? Wage Loss Benefits? Medical Aid Benefits? What has the WCB Denied and why does the client believe the WCB is mistaken

**S** Support – Does the client have evidence to support their belief that the WCB is mistaken? This can be medical evidence, witness testimony or a story that makes sense. Has the WCB received all of the supporting evidence?

**R** Referral – Who referred them to our office, and should we be referring them to other organizations for issues we can not assist with?