PUBLIC SAFETY OFFICERS' BENEFITS

FILING A PSOB APPEAL

U.S. Department of Justice

September 2025

PSOB Appeals Process

1. A claimant is notified by letter that his or her claim has been denied. Enclosed with the letter is the determination that provides the basis for the decision and information about filing an appeal. The name, telephone number, and e-mail address of the PSOB appeals specialist are provided in the letter so the claimant can contact the PSOB Office with any questions about the appeals process or can provide notice of appeal.

2. A claimant has 33 days from the date of the letter to provide notice to the PSOB Office that he or she wishes to file an appeal of the decision (an extension may be granted by the BJA Director for good cause).

3. When the PSOB Office receives the claimant's notice of appeal, a hearing officer is identified and assigned to the claim.

4. The hearing officer contacts the claimant directly to discuss the appeals process and next steps.

5. The hearing officer will reconsider the entire claim and will accept and consider any newly submitted information. At the request of the claimant, a hearing may be held at a time and place that are convenient for the claimant.

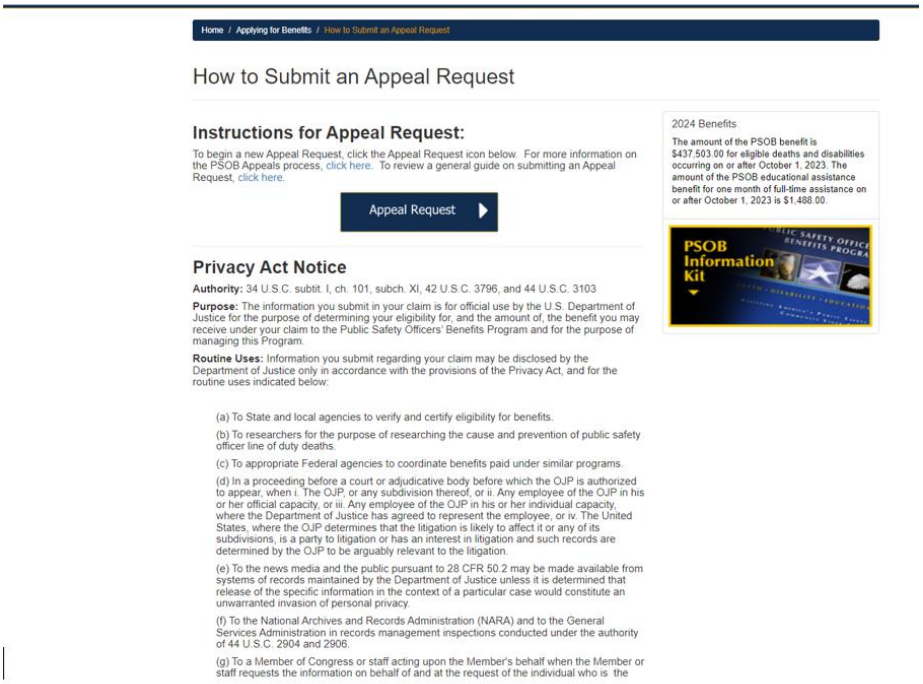
6. Once the hearing officer's determination has been submitted, the claimant is notified of the outcome by letter. Should the hearing officer reverse the initial decision, and the BJA Director agrees, the claim is approved and the benefit is paid.

7. If the hearing officer does not reverse the original determination, the claimant may request an appeal to the BJA Director.

8. If the claimant requests an appeal to the BJA Director, the Director will also reconsider the entire claim, and will accept and consider any newly submitted information before making a final decision. The claimant is notified by letter of the BJA Director's final decision.

Throughout the appeals process, the claimant can always contact the PSOB Office with questions.

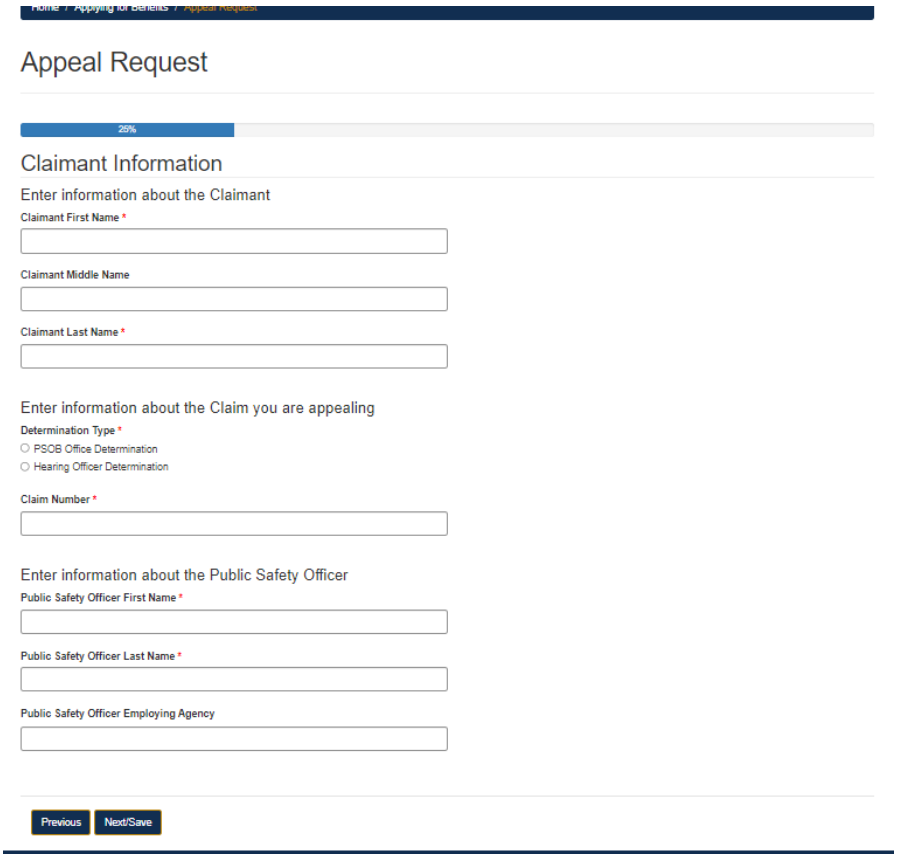
1. How to Submit an Appeal Request page



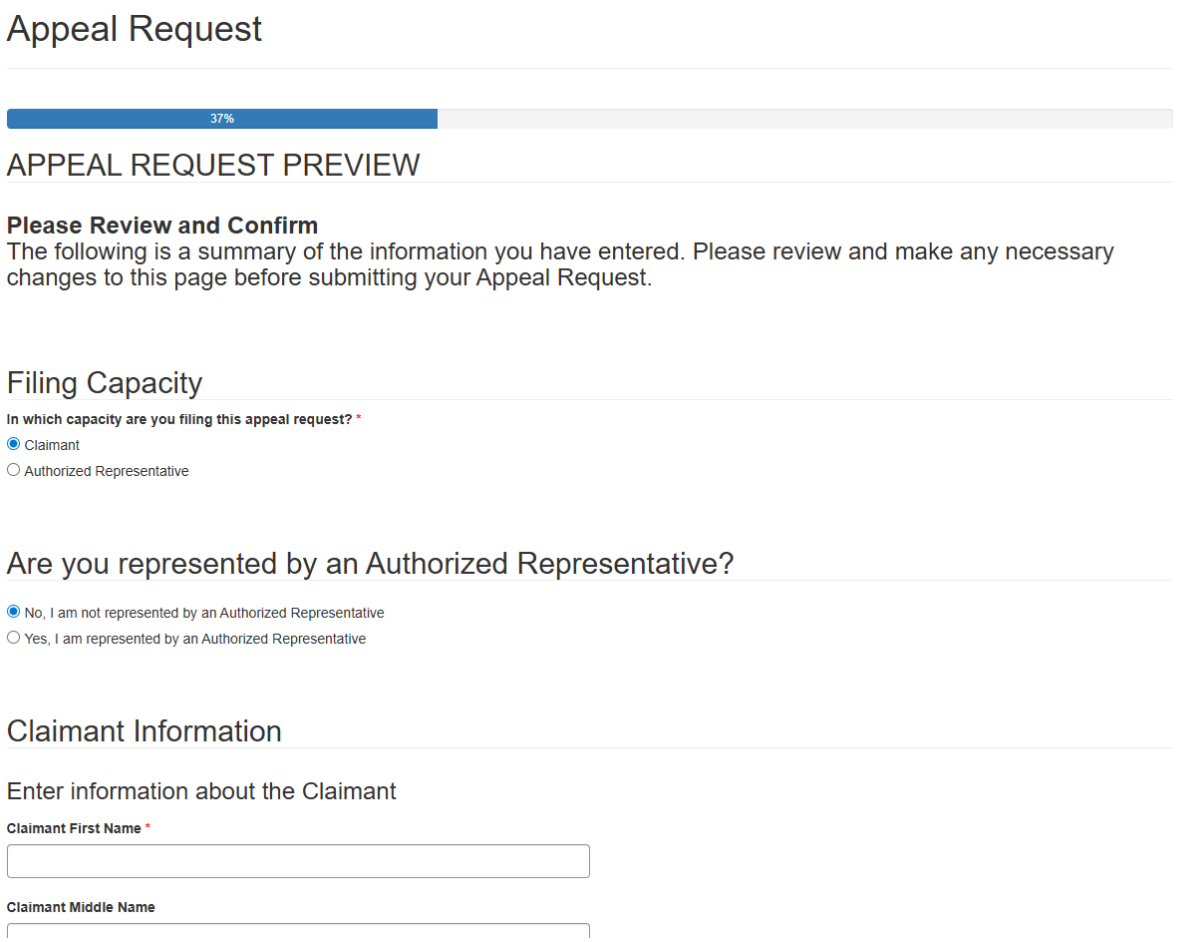
2. Filing Capacity page

3. Are you represented by an Authorized Representative? page

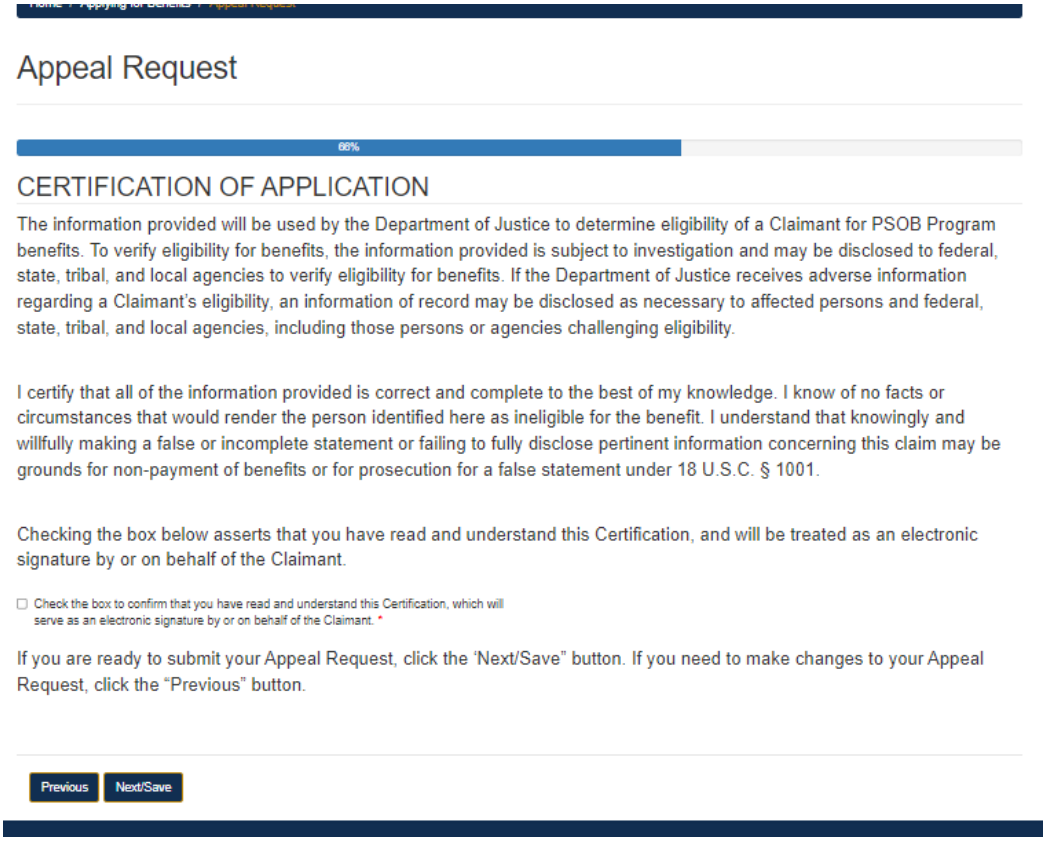
4. Claimant Information page



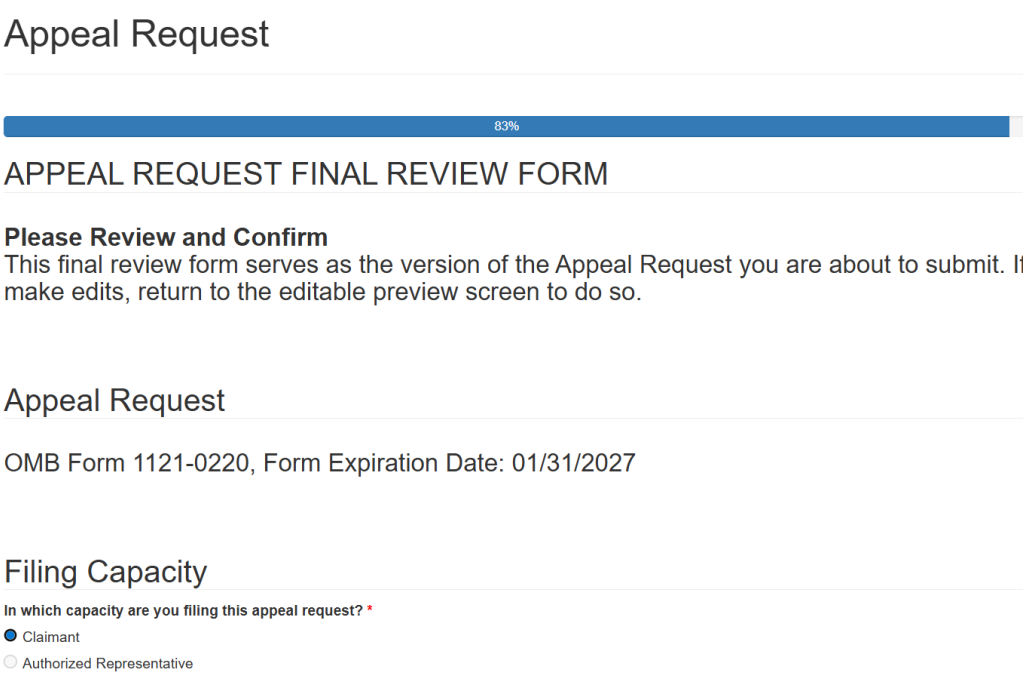
5. APPEAL REQUEST PREVIEW page



6. CERTIFICATION OF APPLICATION page



7. APPEAL REQUEST FINAL REVIEW FORM page



8. Appeal Request Submission Acknowledgement page