

From: JAG Victim Services JAG:EX <VictimServices@gov.bc.ca>

Sent: Tuesday, December 15, 2020 9:08 AM

Subject: December 2020 Update on B.C. Temporary Pandemic Pay Program Claim Process

Dear service provider,

We're writing to provide you with an update on the status of the B.C. Temporary Pandemic Pay program.

If your top-up claim funding has already been received and paid out to employees, then you can disregard the rest of this information.

The Province recognizes that employees are anxious to get their top-up and are expressing their frustration about the timing to you and their respective unions or other advocacy organizations.

We know that this has placed significant pressure on you as employers, and we want to emphasize that provincial staff have been working as quickly as possible to process the claims that must be validated before the funding can be disbursed to you for distribution to your employees. The Province has made recent efforts to provide even more resources and address bottlenecks. These efforts are making a difference and the flow of claims that are ready for payment has increased.

In this communication we have specifically included some messaging to help you to communicate to your employees to address some of their anxiety. Please note that we have also updated the website — www.gov.bc.ca/pandemicpay — to underscore that we understand the frustration that you and your employees are experiencing. We sincerely apologize to you and your eligible employees who are still waiting for their payment and for how long it is taking to get to them.

Finally, and significantly, some of you are receiving your funding by cheque and others by electronic funds transfer (EFT) to an account. The email address you used to submit your claim is not necessarily the same as the one attached to the EFT notification. Regularly check your account to see if the funds have arrived. We would appreciate that when you see the electronic transfer deposited or the cheque arrives that you share that good news with your employees.

To help you in communicating the timing for payments, please find attached a Q&A that we strongly encourage you to share them with your employees.

If you have technical questions, please send them to TemporaryPandemicPay@gov.bc.ca, and be sure to include your folder number and/or funding source, i.e. Interior Health, CLBC, etc.

Thank you for your continued efforts and patience as we process nearly 2,000 unique claims and for your diligence in getting the accurate payments to your employees, as well as addressing any questions or concerns they may have.

Sincerely,

Marcie Mezzarobba

A/Assistant Deputy Minister

Community Safety and Crime Prevention Branch

Ministry of Public Safety and Solicitor General