

## Hawkins, Brittany PREM:EX

---

**From:** Leslie, Lisa GCPE:EX  
**Sent:** December 18, 2020 4:51 PM  
**To:** Smith, George PREM:EX  
**Subject:** FW: FIN Follow-up Media Request: Recovery Benefit tech problems

George, how do you feel about gov news using this line?

s.13

---

**From:** Lawson, Liam FIN:EX  
**Sent:** December 18, 2020 4:37 PM  
**To:** Leslie, Lisa GCPE:EX  
**Cc:** Smith, Jimmy GCPE:EX ; Smith, George PREM:EX ; Howlett, Tim GCPE:EX  
**Subject:** Re: FIN Follow-up Media Request: Recovery Benefit tech problems

Great!

On Dec 18, 2020, at 4:30 PM, Leslie, Lisa GCPE:EX <[Lisa.Leslie@gov.bc.ca](mailto:Lisa.Leslie@gov.bc.ca)> wrote:

Liam - I just got one more line approved by CITZ and the Office of the Chief Information Officer. I think it gets us closer to where you were hoping. I know it won't mean as much to media as it does to our branch but they would like us to include this info from now on if you are okay with it.

s.13

---

**From:** Lawson, Liam FIN:EX <[Liam.Lawson@gov.bc.ca](mailto:Liam.Lawson@gov.bc.ca)>  
**Sent:** December 18, 2020 4:16 PM  
**To:** Leslie, Lisa GCPE:EX <[Lisa.Leslie@gov.bc.ca](mailto:Lisa.Leslie@gov.bc.ca)>; Smith, Jimmy GCPE:EX <[Jimmy.Smith@gov.bc.ca](mailto:Jimmy.Smith@gov.bc.ca)>  
**Cc:** Smith, George PREM:EX <[George.Smith@gov.bc.ca](mailto:George.Smith@gov.bc.ca)>; Howlett, Tim GCPE:EX <[Tim.Howlett@gov.bc.ca](mailto:Tim.Howlett@gov.bc.ca)>  
**Subject:** RE: FIN Follow-up Media Request: Recovery Benefit tech problems

This is good with me  
L

---

**From:** Leslie, Lisa GCPE:EX <[Lisa.Leslie@gov.bc.ca](mailto:Lisa.Leslie@gov.bc.ca)>  
**Sent:** December 18, 2020 4:14 PM  
**To:** Lawson, Liam FIN:EX <[Liam.Lawson@gov.bc.ca](mailto:Liam.Lawson@gov.bc.ca)>; Smith, Jimmy GCPE:EX <[Jimmy.Smith@gov.bc.ca](mailto:Jimmy.Smith@gov.bc.ca)>  
**Cc:** Smith, George PREM:EX <[George.Smith@gov.bc.ca](mailto:George.Smith@gov.bc.ca)>; Howlett, Tim GCPE:EX <[Tim.Howlett@gov.bc.ca](mailto:Tim.Howlett@gov.bc.ca)>

**Subject:** FIN Follow-up Media Request: Recovery Benefit tech problems

**Importance:** High

The response below is confirmed with FIN and CITZ. Okay to go to reporter now? She's recording the 5pm news at 4:30 – 15 minutes

**Reporter**

Kori Sidaway, Reporter

CHEK TV - Victoria

[ksidaway@cheknews.ca](mailto:ksidaway@cheknews.ca)

250-480-3700 c: 604-454-4479

**Deadline** ASAP

**Request**

Will the issues delay money by Christmas?

**Recommendation:**

The government's network issues are easing and more than 84,000 applications have already been processed. If everyone submitted their applications correctly with all the right information and eligibility criteria, they could see a direct deposit in their bank account by Christmas. The demand is extremely high and that's why government quadrupled the server capacity to prepare for the launch.

**Background**

This is a follow-up to a media request from December 18, 2020.

*PREVIOUS REQUEST:*

when will the system be back online?

*RESPONSE:*

Provided Background

The system is online and people can and are applying right now – it is just working a slowly for some people due to the volume of applications. More than 30,000 British Columbians have successfully applied already. If the application isn't loading for people, they should close the webpage, and try the application a short time later.

## Hawkins, Brittany PREM:EX

---

**From:** Leslie, Lisa GCPE:EX  
**Sent:** December 18, 2020 12:16 PM  
**To:** Lawson, Liam FIN:EX; Smith, Jimmy GCPE:EX; Smith, George PREM:EX  
**Cc:** Lowe, Sonia GCPE:EX; Stewart, Courtney GCPE:EX  
**Subject:** recovery benefit update

- The system is online and people can and are applying right now – it is just working a bit slowly for some people due to the volume of applications.
- More than **30,000** British Columbians have successfully applied already.
- If the application isn't loading for you, please be patient and try the application a short time later.

Background for us: the serve system (gov.bc.ca) is now stable but the application page is still running slowly. Things appear to be getting better though as server loads are getting lighter. We are still experiencing intermittent connection issues and a tech team is working on this issue. Don't use the "refresh your page" messaging at all – they think refreshing may be exacerbating problems.

Lisa Leslie  
250-213-7724

## Hawkins, Brittany PREM:EX

---

**From:** Leslie, Lisa GCPE:EX  
**Sent:** December 18, 2020 10:19 AM  
**To:** Smith, George PREM:EX; Smith, Jimmy GCPE:EX; Lawson, Liam FIN:EX  
**Cc:** Stewart, Courtney GCPE:EX; Lowe, Sonia GCPE:EX  
**Subject:** Benefit stats/lines

As of 10:05 am:

There is a great deal of interest in the recovery benefit, which shows a great deal of need. The benefit application system is working but a high volume means people will have to be patient. Some people are accessing the application with no problems at all. In fact, in the first hour and a half more than 14,800 British Columbians had successfully applied. And right now, there are more than 12,000 active users. While some other people are having to wait until the online process allows them access we ask them to be patient. The applications are up and running. It is just a bit slow. Keep refreshing your page and we hope to have it moving faster soon.

Lisa Leslie  
Communications Director  
B.C. Ministry of Finance  
250-213-7724