

## OOP FOI PREM:EX

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**From:** Hockin, Amber PREM:EX  
**Sent:** December 21, 2020 2:58 PM  
**To:** Wolansky, Allegra PREM:EX; McKinnon, Michael PREM:EX  
**Subject:** Re: B.C. Recovery Benefit Information - Case ID: \*\*\*\*\*

Thanks Allegra. I am copying Mike McKinnon as well as he will be on call and can respond.

Sent from my iPad

On Dec 21, 2020, at 2:36 PM, Wolansky, Allegra PREM:EX wrote:

Hi Amber,

Normally we'd flag something like this for Jen and George, however since you were the one showing as available on the 'on call' list for this week Susan suggested I share this with you as an FYI. We've received a few hundred emails over the weekend with concerns about the request for further information that has gone out to some people who have applied for the \$500/\$1000 BC Recovery Benefit. It appears it isn't going to everyone who has applied, just people who fall into certain categories or where not enough info was in the original application.

The email below is from MLA Norm Letnick and notes that the opposition will be bringing this issue forward. We will be referring any incomings with questions about the benefit over to FIN for consideration and response where appropriate.

Thanks!

Allegra Wolansky

Correspondence Officer | Office of the Premier  
(778) 698-5465 | [Allegra.Wolansky@gov.bc.ca](mailto:Allegra.Wolansky@gov.bc.ca)

**From:** Letnick.MLA, Norm

**Sent:** December 20, 2020 5:59 PM

**To:** s.22

**Cc:** OfficeofthePremier, Office PREM:EX ; FIN REV ITB BCRBPsupport FIN:EX ; Maurmann, Katja LASS:EX

**Subject:** Re: B.C. Recovery Benefit Information - Case ID: \*\*\*\*\*

**[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.**

s.22

Thanks for sharing your experience with me. I've heard via social media that many if not all applicants are experiencing the same thing. I expect the media will be all over this on Monday as will the official opposition. Please let us know if you receive any response from the premier.

Norm Letnick

Gentlemen,

I have received the email below regarding my BC Recovery Benefit information.

Needless to say I am very upset about this request for additional information.

I provided ALL the information for my spouse on the online application which includes her BC Drivers licence number, income tax information, and banking information.

As stated on the application, we are still married and live at the same address that we had for the past seventeen years.

I am perplexed that more information is required by the bureaucracy to prove the information that I have already provided. Surely the government can verify her current valid driver's licence and address to determine that she is indeed a BC resident.

Nothing has changed for our last tax return, BC voters registration list, BC Assessment Authority, BC Drivers licence etc.etc etc. for the past seventeen years.

Now I have to spend even more time duplicating, copying and sending information that should be readily available to the government employees working on this. Not only that, but the bottom of the government e-mail states that this may take more than 30 days to process the additional information.

Seeing chatter on Facebook, this seems to be a common occurrence.

Is that what this is about? A stalling tactic? I would like an explanation why all of this is necessary and required.

I urge you to look into this and take corrective action.

Yours truly

s.22

Sent from my Huawei phone

----- Original message -----

From: [DoNotReplyETaxBC@gov.bc.ca](mailto:DoNotReplyETaxBC@gov.bc.ca)

Date: Sun., Dec. 20, 2020, 1:41 p.m.

To: s.22

Subject: B.C. Recovery Benefit Information - Case ID: \*\*\*\*\*

Hello,

We have received your B.C. Recovery Benefit application. However, we require additional information before we can complete your application.

**Confirmation Number: 0\*\*\*\*\*"**

**Case ID: 0-\*\*\*\*\*"**

Please provide us with the following documentation:

1. To verify your spouse or common-law partner's net income, a readable **copy** of **ALL pages** of your spouse or common-law partner's most recent 2019 Canadian income tax return notice of assessment or reassessment.
2. A readable **copy** of **at least one** piece of **valid** identification, such as:
  - Canadian passport
  - B.C. driver's licence or enhanced driver's licence
  - BC Services Card
  - B.C. identification card (BCID)
  - NEXUS card
  - Permanent resident card
  - Canadian citizenship card
  - Certificate of Indian Status
3. To confirm your spouse or common-law partner is a current B.C. resident, a readable **copy** of **at least two** of the following documents. The documents must show your spouse or common-law partner's name and B.C. address, and must include December 18, 2020 in the document date range.
  - Bank statements
  - Utility bill
  - Phone bill
  - Credit card statements
  - House insurance or renewal

You can provide the documents to us:

- Securely through <https://www.etax.gov.bc.ca/btp/BCRBP/?link=webatt> Be sure to enter your **CASE ID** in the eTax webpage. Your **CASE ID** is at the top of this email. This will result in faster processing and payment.
- By mail to the following address. Be sure to include your confirmation number or **CASE ID**. Please note that we are not able to return the documents you provide.

B.C. Recovery Benefit  
Ministry of Finance  
PO Box 9439 Stn Prov Gov  
Victoria BC V8W 9V3

We strongly recommend that you **do not send personal information by email** as it is not secure; sending information by email is at your own risk.

We must receive this documentation within 30 days from the date of this email. If we do not receive the documentation by this date, your application may be denied.

Due to high volumes, it can take more than 30 days to process the supporting documentation.

Thank you,

B.C. Recovery Benefit Team

Please do not reply to this email as it was sent from an unmonitored account.

Please be aware that regular, unencrypted email is not secure. Never include personal or confidential information in a regular email. If you have any questions, please contact us at [BCRBPsupport@gov.bc.ca](mailto:BCRBPsupport@gov.bc.ca)

## OOP FOI PREM:EX

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**From:** Zacharuk, Christina PREM:EX  
**Sent:** December 22, 2020 12:54 PM  
**To:** Wood, Heather FIN:EX; Kristianson, Eric PREM:EX  
**Subject:** RE: Recovery Benefit - Tuesday 1100 hours update

Thanks Heather! Much appreciated 😊

I wish the media would report on the good progress here – money is flowing.

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**From:** Wood, Heather FIN:EX  
**Sent:** December 22, 2020 12:43 PM  
**To:** Zacharuk, Christina PREM:EX ; Kristianson, Eric PREM:EX  
**Subject:** FW: Recovery Benefit - Tuesday 1100 hours update

You will get these directly from Jordan in the future.

Heather

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**From:** Goss, Jordan T FIN:EX <[Jordan.Goss@gov.bc.ca](mailto:Jordan.Goss@gov.bc.ca)>  
**Sent:** December 22, 2020 11:30 AM  
**To:** Wanamaker, Lori PREM:EX <[Lori.Wanamaker@gov.bc.ca](mailto:Lori.Wanamaker@gov.bc.ca)>; Wood, Heather FIN:EX <[Heather.Wood@gov.bc.ca](mailto:Heather.Wood@gov.bc.ca)>  
**Cc:** Purnell, Richard FIN:EX <[Richard.Purnell@gov.bc.ca](mailto:Richard.Purnell@gov.bc.ca)>; Leslie, Lisa GCPE:EX <[Lisa.Leslie@gov.bc.ca](mailto:Lisa.Leslie@gov.bc.ca)>  
**Subject:** FW: Recovery Benefit - Tuesday 1100 hours update

FYI

It seems that demand for applying online has dropped quite a bit (at least for now). There is a lot of capacity to accept online applications.

Phone lines remain very busy as both Maximus' and our lines remain full with all agents taking calls so expect that there are still callers receiving busy signals.

**Jordan Goss**  
**250 387-0665**

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**From:** Thyvold, Olav FIN:EX <[Olav.Thyvold@gov.bc.ca](mailto:Olav.Thyvold@gov.bc.ca)>  
**Sent:** December 22, 2020 11:05 AM  
**To:** Nix, Bernice FIN:EX <[Bernice.Nix@gov.bc.ca](mailto:Bernice.Nix@gov.bc.ca)>; Lise, Sarah FIN:EX <[Sarah.Lise@gov.bc.ca](mailto:Sarah.Lise@gov.bc.ca)>; Crawford, Laura A FIN:EX <[Laura.Crawford@gov.bc.ca](mailto:Laura.Crawford@gov.bc.ca)>; Teo, HB FIN:EX <[HB.Teo@gov.bc.ca](mailto:HB.Teo@gov.bc.ca)>; Camilleri, Francis FIN:EX <[Francis.Camilleri@gov.bc.ca](mailto:Francis.Camilleri@gov.bc.ca)>; Goss, Jordan T FIN:EX <[Jordan.Goss@gov.bc.ca](mailto:Jordan.Goss@gov.bc.ca)>; Spaven, Teri FIN:EX <[Teri.Spaven@gov.bc.ca](mailto:Teri.Spaven@gov.bc.ca)>; Anthony, Karl FIN:EX <[Karl.Anthony@gov.bc.ca](mailto:Karl.Anthony@gov.bc.ca)>; Hopkins, Jim FIN:EX <[Jim.Hopkins@gov.bc.ca](mailto:Jim.Hopkins@gov.bc.ca)>; Fischer, Carl M FIN:EX <[Carl.Fischer@gov.bc.ca](mailto:Carl.Fischer@gov.bc.ca)>; Kortum, Alex FIN:EX <[Alex.Kortum@gov.bc.ca](mailto:Alex.Kortum@gov.bc.ca)>; Gray, Cam FIN:EX <[Cam.Gray@gov.bc.ca](mailto:Cam.Gray@gov.bc.ca)>; Routley, Cheryl E FIN:EX

<Cheryl.Routley@gov.bc.ca>; Siu, Raeleen FIN:EX <Raeleen.Siu@gov.bc.ca>; Bamra, Par S FIN:EX <Par.Bamra@gov.bc.ca>

Cc: Havelock, Iain FIN:EX <Iain.Havelock@gov.bc.ca>; Farris, Justin FIN:EX <Justin.Farris@gov.bc.ca>; Lalli, Navtej FIN:EX <Navtej.Lalli@gov.bc.ca>; Thibadeau, Ryan FIN:EX <Ryan.Thibadeau@gov.bc.ca>; Benoit, Brad FIN:EX <Brad.Benoit@gov.bc.ca>

**Subject:** Recovery Benefit - Tuesday 1100 hours update

Hi Everyone

**Summary:**

- Traffic volume is light this morning
- The system is lightly loaded at this time and there have been no performance issues or concerns

**Application Stats**

Number of applications received in the last hour	5,367
Total applications received	771,538
Avg. duration to complete an application	16 minutes
Abandon rate	19% - steady

**Technical**

Number of concurrent eTax sessions	1524
eTax server load	under 10%
Database server load	under 10%
Network performance	Good - no issues

**Issues/Concerns:**

- **Email text:** working today to modify the text of all three emails sent out to applicants. Plan is to modify, test the emails and move the changes to production at 7pm tonight
- **Manual Adjudication T1 Data**
  - working to update CRA T1 data to obtain returns that have been reassessed to prevent flagging an application for unnecessary manual adjudication.
  - emails requesting T1 information from applicants have been suspended as of 7pm yesterday
  - meeting today to identify requirements to restart sending T1 info request emails

**Next Planned Update:** Tuesday 1400 hours.

## OOP FOI PREM:EX

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**From:** Goss, Jordan T FIN:EX  
**Sent:** December 22, 2020 2:26 PM  
**To:** Wood, Heather FIN:EX; Wanamaker, Lori PREM:EX; Zacharuk, Christina PREM:EX; Kristianson, Eric PREM:EX  
**Cc:** Purnell, Richard FIN:EX; Leslie, Lisa GCPE:EX  
**Subject:** FW: Recovery Benefit - Tuesday 1400 hours update

FYI

Still tons of capacity in the system for the online application.

Call volumes remain high such that both Maximus and our lines are staying full so some callers will still be receiving a busy signal. Report on call volume, wait times and category of calls will be available later tonight or first thing in the morning.

Latest information from CRA, including data on re-assessments now expected next week some time so the re-running of the applications against the new data where there was an initial mismatch will likely be done the first week of January. As mentioned, re-running the data may result in auto-processing a number of applications currently being held for review.

Thanks.

*Jordan Goss*  
**250 387-0665**

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**From:** Thyvold, Olav FIN:EX  
**Sent:** December 22, 2020 2:04 PM  
**To:** Anthony, Karl FIN:EX ; Hopkins, Jim FIN:EX ; Fischer, Carl M FIN:EX ; Kortum, Alex FIN:EX ; Gray, Cam FIN:EX ; Routley, Cheryl E FIN:EX ; Siu, Raeleen FIN:EX ; Bamra, Par S FIN:EX ; Nix, Bernice FIN:EX ; Lise, Sarah FIN:EX ; Crawford, Laura A FIN:EX ; Teo, HB FIN:EX ; Camilleri, Francis FIN:EX ; Goss, Jordan T FIN:EX ; Spaven, Teri FIN:EX  
**Cc:** Havelock, Iain FIN:EX ; Farris, Justin FIN:EX ; Lalli, Navtej FIN:EX ; Thibadeau, Ryan FIN:EX ; Benoit, Brad FIN:EX  
**Subject:** Recovery Benefit - Tuesday 1400 hours update

Hi Everyone

### Summary:

- Traffic volume is light this afternoon. The volume of traffic plateaued a little after 1100 hours and now has decreased slightly.
- The system is lightly loaded at this time and there have been no performance issues or concerns

### Application Stats

Number of applications received in the last hour	5,330
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Total applications received	787,881
Avg. duration to complete an application	16 minutes
Abandon rate	19% - steady

#### Technical

Number of concurrent eTax sessions	1511
eTax server load	under 10%
Database server load	under 10%
Network performance	Good - no issues

#### Issues/Concerns:

- **Email text changes**
  - working today to modify the text of the application confirmation and approval emails.
  - Request for Information (RFI) emails - Changes to common language at the end of the RFI email has is being modified and is being tested this afternoon. The revised emails language will go to production tonight.
  - Plan is to modify, test the emails and move the changes to production at 7pm tonight. However, T1 related emails will continue to be suppressed. See below.
- **Manual Adjudication T1 Data**
  - working to update CRA T1 data to obtain returns that have been reassessed to prevent flagging an application for unnecessary manual adjudication.
  - emails requesting T1 information from applicants have been suspended as of 7pm yesterday
  - meeting today to identify requirements to restart sending T1 info request emails

**Next Planned Update:** Tuesday 1700 hours.



## OOP FOI PREM:EX

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**From:** Goss, Jordan T FIN:EX  
**Sent:** December 23, 2020 8:35 AM  
**To:** Wood, Heather FIN:EX; Wanamaker, Lori PREM:EX; Zacharuk, Christina PREM:EX; Kristianson, Eric PREM:EX  
**Cc:** Purnell, Richard FIN:EX; Leslie, Lisa GCPE:EX  
**Subject:** FW: Recovery Benefit - Wednesday 0800 hours update  
**Attachments:** 559128576.pdf

FYI

Application volumes are dropping (at least for now). Lots of capacity in the system for applications to come in.

Updated wording (to soften the tone) in emails requesting additional information are now in the system and are going out where necessary with the exception of the emails that are generated where there is a mismatch between the applicants information and the T1 data we have on file. These emails are being held until we can re-run the applications against the updated CRA data (expected to arrive next week)

303,773 payments for a total of \$218,440,960 have now been sent to banks for depositing.

Calls are coming into both Maximus and the overflow line this morning but there is still some instability in the phone system that the technical teams are trying to work through. We are still trying to determine when and how reporting on the call volumes and types of calls will be done.

Thanks.

*Jordan Goss*  
*250 387-0665*

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**From:** Thyvold, Olav FIN:EX  
**Sent:** December 23, 2020 8:05 AM  
**To:** Anthony, Karl FIN:EX ; Hopkins, Jim FIN:EX ; Fischer, Carl M FIN:EX ; Kortum, Alex FIN:EX ; Gray, Cam FIN:EX ; Routley, Cheryl E FIN:EX ; Siu, Raeleen FIN:EX ; Bamra, Par S FIN:EX ; Nix, Bernice FIN:EX ; Lise, Sarah FIN:EX ; Crawford, Laura A FIN:EX ; Teo, HB FIN:EX ; Camilleri, Francis FIN:EX ; Goss, Jordan T FIN:EX ; Spaven, Teri FIN:EX  
**Cc:** Havelock, Iain FIN:EX ; Farris, Justin FIN:EX ; Lalli, Navtej FIN:EX ; Thibadeau, Ryan FIN:EX ; Benoit, Brad FIN:EX  
**Subject:** Recovery Benefit - Wednesday 0800 hours update

Hi Everyone

**Summary:**

- Traffic volume is very light this morning.
- The system is lightly loaded at this time and there have been no performance issues or concerns

#### **Application Stats**

Number of applications received in the last hour	821
Total applications received	835,427
Avg. duration to complete an application	17 minutes
Abandon rate	19% - steady

#### **Technical**

Number of concurrent eTax sessions	575
eTax server load	under 10%
Database server load	under 10%
Network performance	Good - no issues

#### **Issues/Concerns:**

- **Manual Adjudication T1 Data**
  - continuing to work on having the most up-to-date T1 assessments to compare to applicant supplied values

**Next Planned Update:** Wednesday 1100 hours.

## OOP FOI PREM:EX

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**From:** Goss, Jordan T FIN:EX  
**Sent:** December 23, 2020 5:30 PM  
**To:** Wanamaker, Lori PREM:EX; Wood, Heather FIN:EX; Zacharuk, Christina PREM:EX; Kristianson, Eric PREM:EX  
**Cc:** Leslie, Lisa GCPE:EX; Purnell, Richard FIN:EX  
**Subject:** FW: Recovery Benefit - Wednesday 1700 hours update

FYI

Quiet day on the online application front. Call centre was busy all day though. The primary line (Maximus) did have some long wait times but average wait time was about 20 min. I do not have the data on our overflow line at this time.

Thanks.

*Jordan Goss*  
*250 387-0665*

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**From:** Thyvold, Olav FIN:EX  
**Sent:** December 23, 2020 5:09 PM  
**To:** Anthony, Karl FIN:EX ; Hopkins, Jim FIN:EX ; Fischer, Carl M FIN:EX ; Kortum, Alex FIN:EX ; Gray, Cam FIN:EX ; Routley, Cheryl E FIN:EX ; Siu, Raeleen FIN:EX ; Bamra, Par S FIN:EX ; Nix, Bernice FIN:EX ; Lise, Sarah FIN:EX ; Crawford, Laura A FIN:EX ; Teo, HB FIN:EX ; Camilleri, Francis FIN:EX ; Goss, Jordan T FIN:EX ; Spaven, Teri FIN:EX  
**Cc:** Havelock, Iain FIN:EX ; Farris, Justin FIN:EX ; Lalli, Navtej FIN:EX ; Thibadeau, Ryan FIN:EX ; Benoit, Brad FIN:EX  
**Subject:** Recovery Benefit - Wednesday 1700 hours update

Hi Everyone

**Summary:**

- Traffic volume today has been light.
- The system is lightly loaded at this time and there have been no performance issues or concerns

**Application Stats**

Number of applications received in the last hour	3,805
Total applications received	871,319
Avg. duration to complete an application	17 minutes
Abandon rate	19% - steady

**Technical**

Number of concurrent eTax sessions	997
eTax server load	under 10%
Database server load	under 10%
Network performance	Good - no issues

**Issues/Concerns:**

- **Manual Adjudication T1 Data**
  - continuing to work on having the most up-to-date T1 assessments to compare to applicant supplied values

**Next Planned Update:** Wednesday 1800 hours.

## OOP FOI PREM:EX

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**From:** Wood, Heather FIN:EX  
**Sent:** December 23, 2020 8:13 AM  
**To:** Wanamaker, Lori PREM:EX; Zacharuk, Christina PREM:EX; Kristianson, Eric PREM:EX  
**Subject:** FW: All RBP RFI Email Samples  
**Attachments:** RBP RFI - POA.msg; RBP RFI - Estate.msg; RBP RFI - Moved from another country - Applicant.msg; RBP RFI - Moved from another country - Spouse.msg; RBP RFI - Moved from another country - Applicant & Spouse.msg; RBP RFI - Moved from another province - Applicant.msg; RBP RFI - Moved from another province - Spouse.msg; RBP RFI - Moved from another province - Applicant & Spouse.msg; RBP RFI - T1 Mismatches - Applicant.msg; RBP RFI - T1 Mismatches - Spouse.msg; RBP RFI - T1 Mismatches - Applicant & Spouse.msg; RBP RFI - T1 Mismatches with Dependent - Applicant.msg; RBP RFI - T1 Mismatches with Dependent - Spouse.msg; RBP RFI - T1 Mismatches with Dependent - Applicant & Spouse.msg; RBP RFI - Dependent Child.msg; RBP Bank Details RFI.msg

fyi

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**From:** Goss, Jordan T FIN:EX  
**Sent:** December 23, 2020 7:47 AM  
**To:** Wood, Heather FIN:EX ; Camilleri, Francis FIN:EX ; Purnell, Richard FIN:EX  
**Cc:** Perhar, Satish FIN:EX ; Michell, Jennifer FIN:EX ; Leslie, Lisa GCPE:EX  
**Subject:** FW: All RBP RFI Email Samples

FYI only

Just wanted to ensure you had a copy of what I sent to the MO this morning.

**Jordan Goss**  
**250 387-0665**

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**From:** Goss, Jordan T FIN:EX  
**Sent:** December 23, 2020 7:40 AM  
**To:** Lawson, Liam FIN:EX <[Liam.Lawson@gov.bc.ca](mailto:Liam.Lawson@gov.bc.ca)>; Thomson, Krystal FIN:EX <[Krystal.Thomson@gov.bc.ca](mailto:Krystal.Thomson@gov.bc.ca)>  
**Cc:** Djonlic, Matt FIN:EX <[Matt.Djonlic@gov.bc.ca](mailto:Matt.Djonlic@gov.bc.ca)>; Leslie, Lisa GCPE:EX <[Lisa.Leslie@gov.bc.ca](mailto:Lisa.Leslie@gov.bc.ca)>  
**Subject:** FW: All RBP RFI Email Samples

These automated emails (with the updated wording) are now in the system and with the exception of the T1 mismatch emails (applicant, applicant and spouse, spouse etc.) are now going out to applicants where necessary. The T1 mismatch emails are being held back temporarily until we receive the updated CRA 2019 T1 data (now expected next week) and rerun the applications we have that had a T1 mismatch. By the way, thank you again for the edits. They are very helpful. People who receive these updated ones may ask about them given the fact that some of the previous wording has been complained about in social media.

You will see below the various reasons that the system might trigger a T1 data mismatch email. The reasons for the other letters should be more self-explanatory in the title.

I know MLAs are interested in the letters and all the reasons that these are triggered. However, we are generally trying to keep responses to these questions high level (particularly on the T1 mismatches) to limit knowledge of the various checks and balances we have and don't have. The only real way to determine if an email is legitimate is for the applicant to confirm that the confirmation number on the email matches the confirmation number they received upon submitting their application. If an applicant is really concerned about submitting documents to the address on the email, they can access that same weblink to submit their additional documentation from the BC Recovery Benefit webpage.

Please note – in addition to these automated emails, we do hold back, for manual review, applications where there is a mismatch between the information we have on marital status and the application. <sup>s.13; s.17</sup>

s.13; s.17

I apologize for all the consternation that this program has caused both internally and to the applicants, particularly around the emails and the requests for additional information. While we had anticipated that up to 35 – 40% of applications would require manual review and result in a request for additional information, we should have had more QAs and shared more of the specific details on this aspect of the program ahead of time.

From a system design and integrity perspective, the system is working as intended – holding back applications where it can't verify eligibility automatically. The many checks and balances did help us to ensure that the system and processes passed the Financial Risk and Control Review. And we know that there are circumstances where these are preventing potentially ineligible payments from going out. For example, yesterday we got a call from someone who had received our email asking for additional information and he told us that he had never applied for the benefit.

s.22

**Jordan Goss**  
**250 387-0665**

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**From:** Lise, Sarah FIN:EX <[Sarah.Lise@gov.bc.ca](mailto:Sarah.Lise@gov.bc.ca)>  
**Sent:** December 22, 2020 5:34 PM  
**To:** Goss, Jordan T FIN:EX <[Jordan.Goss@gov.bc.ca](mailto:Jordan.Goss@gov.bc.ca)>  
**Cc:** Thyvold, Olav FIN:EX <[Olav.Thyvold@gov.bc.ca](mailto:Olav.Thyvold@gov.bc.ca)>  
**Subject:** FW: All RBP RFI Email Samples

Hello Jordan,  
Attached are the RFI emails.

**FAST**

Sarah Lisé • *Project Manager*  
Fast Canadian Enterprises Ltd.  
P: 778.698.5189



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**From:** Girard, Kristyn FIN:EX <[Kristyn.Girard@gov.bc.ca](mailto:Kristyn.Girard@gov.bc.ca)>  
**Sent:** December 22, 2020 5:33 PM  
**To:** Lise, Sarah FIN:EX <[Sarah.Lise@gov.bc.ca](mailto:Sarah.Lise@gov.bc.ca)>  
**Cc:** Farris, Justin FIN:EX <[Justin.Farris@gov.bc.ca](mailto:Justin.Farris@gov.bc.ca)>  
**Subject:** All RBP RFI Email Samples

Hi Sarah,

Here are samples of every variation of the RBP RFI emails that get generated from the case. I've also included the RBP Bank Details RFI which gets sent when a refund is returned, requesting new banking information from the applicant. I've added all of these samples to Content as well under BCRBP > 4. Development > RBP RFI Emails – Dec 22, 2020.

Note, the T1 Mismatches email will be sent for the following:

- if T1 data is not found for the applicant and/or spouse
- if T1 net income does not match for the applicant and/or spouse
- if T1 name and DOB do not match for the applicant and/or spouse

If any of these are true and they also have a dependent, they will get the email with the extra dependent wording.

Feel free to forward these on to Jordan or anyone else that would like to see them all.

Thanks,

**Kristyn Girard** • *eTax, Customer, Returns / Security*  
**Implementation Consultant**  
**FAST** Canadian Enterprises, Ltd.  
☎: 778-698-3866

## Hawkins, Brittany PREM:EX

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**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

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**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

## Hawkins, Brittany PREM:EX

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**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

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**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

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**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  
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**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.