

**ONTARIO
SUPERIOR COURT OF JUSTICE**

B E T W E E N:

LARRY PHILIP FONTAINE, et. al

Plaintiffs

- and -

THE ATTORNEY GENERAL OF CANADA, et. al

Defendants

Proceedings under the *Class Proceedings Act, 1992*

PROGRESS REPORT OF THE RECORDS AGENT,

DATED MARCH 31, 2025

1. BACKGROUND INFORMATION

On April 24, 2018, the *Ontario Superior Court of Justice* designated Epiq Class Action Services Canada Inc., (“**Epiq**”) (formerly, “Crawford & Company (Canada) Inc.”) as Records Agent. This designation transferred the records retention responsibilities previously designated to the Chief Adjudicator and Indian Residential School Adjudication Secretariat (“**IRSAS**”) per the Order dated August 6, 2014. Epiq is responsible for the processing of requests and consents, record retention, transcription, redaction, transfer, destruction, and other necessary activities with respect to the Disposition of Records mandate for IRSAS.

The IRSAS was established under the *Indian Residential Schools Settlement Agreement* (“**IRSSA**”) in 2007 and is responsible for all “Retained Documents” until the expiry of the 15-year Retention Period on September 19, 2027.

Retained documents are the key documents found in both the Alternative Dispute Resolution (“**ADR**”) Claims and the Independent Assessment Process (“**IAP**”) Claims. The Court ordered that the following four types of Retained Documents are to be retained for 15-years before they were ordered to be destroyed:

- i. Applications
- ii. Audio Recordings
- iii. Transcripts
- iv. Adjudicator Decisions

The Retained Documents for all Indian Residential School Claimants are maintained in a collection called the Retained Documents Collection (“**RDC**”). Epiq maintains responsibility for the continued retention of the RDC until its destruction in September 2027. Until that time, Claimants may request a redacted copy of their own Claimant records and/or give consent to share a redacted copy of their Retained Documents with the National Centre for Truth and Reconciliation (“**NCTR**”). Claimants may also withdraw or change their consent at any time by submitting a notice in writing.

2. OVERVIEW OF RECORD AGENT’S SERVICES

The purpose of this progress report is to provide a detailed account of Epiq’s activities as Records Agent during the period of March 31, 2021 to December 31, 2024. The report outlines inquiries received from Claimants and associated entities, including requesting receipt of their redacted records, providing consent to disclose such records to the NCTR, withdrawing or changing their consent, or for general questions. The report describes the financial overview for the fiscal years 2021 to 2024 and outlines our annual work plan for this reporting period, in effect again for 2025 to 2026.

Epiq is committed to providing dedicated support to Claimants and their associates, ensuring their needs are met with the utmost care and efficiency. Our dedicated contact centre agents and supervisors deliver prompt and personalized assistance via our toll-free telephone line, email, fax, or mail. Epiq handles inquiries with professionalism and empathy, with a survivor-centred approach. With multiple contact points and information available online and through social media, we support Claimants to find answers and access their records. Claimants may use any one of our four (4) contact points to receive more information:

1. **IAP Toll-free telephone:** 1-877-635-2648
2. **Indian Residential Schools (“IRS”) Toll -free telephone (deactivated as of December 2, 2024):** 1-866-879-4913
3. **Email:** myrecordsmychoice@epiqglobal.ca
4. **Fax:** 1-866-262-0816
5. **Mail:** My Records My Choice
PO Box 507 STN B
Ottawa, ON K1P 5P6

Epiq maintains a secure bilingual website to provide a comprehensive source for information and resources for Claimants. The website allows Claimants to review information through multimedia, such as videos, radio ads, and find answers on the frequently asked questions section. Claimants can obtain the Request and Consent Forms in English, French, and Inuktitut. Prominently displayed on the website is the 24-Hour Residential School Crisis Line to support individuals who may be experiencing pain or distress due to their residential school experiences. On the Contact Us page, Claimants can find our contact information, as well as the information to connect with the Assembly of First Nations, and Inuit Representatives.

Information about the Disposition of Records process is found on a number of public websites including:

1. Records Agent Website: <https://www.myrecordsmychoice.ca>
2. The NCTR Website: <https://nctr.ca/>
3. The Government of Canada Website: <https://www.rcaanc-cirnac.gc.ca/eng/1100100015576/1571581687074>
4. The IRSAS Website: <https://www.iap-pe.ca>

Claimants may also access information using several social media platforms, including:

1. TWITTER

- English: @RecordsChoice
- French: @DocumentsChoix

2. FACEBOOK

- English: <https://www.facebook.com/My-Records-My-Choice-446655159199598/>
- French: <https://www.facebook.com/Mes-documents-mon-choix-752096501808876>

3. INSTAGRAM

- English: @MyRecordsMyChoice
- French: @MesDocumentsMonChoix

4. YOUTUBE

- English: <https://www.youtube.com/channel/UCcFRinLkjAs5tzs1fFtZmXw/>
- French: <https://www.youtube.com/channel/UC4AECV0v8KD6uM8opzCY7JQ>
- Indigenous: <https://www.youtube.com/channel/UCvCJPSZLkMFQAEEnEIMqYtw>

The Annual Workplan (attached hereto as **Appendix “A”**) sets out the Records Agent’s Service Standards for the retrieval and redaction of documents contained in the RDC. Within 5 days of receipt of a complete and valid Consent or Request Form, the Records Agent is required to write to the Claimant to acknowledge receipt. Where necessary, the Claimant is contacted to provide additional information relating to the request. Epiq initiates the processing of the request or consent, which may include locating documents, securing transcription of audio or translation of documents, where appropriate. Upon receipt of the transcribed and/or translated document(s), the standard for completion of redaction and quality assurance is 15 days. A discreet package of redacted documents is then prepared and securely sent to the Claimant and/or NCTR pursuant to the Claimant’s Consent or Request Form.

3. INQUIRIES RECEIVED

The data described in this section provides a comprehensive summary of the inquiries received by the Records Agent. The data is categorized based on the following factors:

- I. Type of inquirer;
- II. Type of information provided or requested;
- III. Language of inquirer;
- IV. Mode of inquiry; and
- V. Location of inquirer.

The summarized data covers the period commencing March 31, 2021, when Epiq assumed the role of Records Agent, to the end of December 2024, to the My Records, My Choice published points of contact (email, toll-free line, fax, and mail). Please note that callers frequently used our main IRS telephone line with inquiries related to the IAP and/or My Records, My Choice matter likely due to their familiarity with the existing toll-free line. As such, these calls are not specifically captured in the summary tables 1-5, but the data follows in Table 6.

TYPE OF INQUIRER

TABLE 1.					
Inquirer Type	2021⁺	2022	2023	2024	Cumulative Total
Claimant	12	13	19	45	89
Community Member/Friend	0	0	3	6	9
Family Member	8	4	6	13	31
Indigenous Organization	0	0	1	0	1
Legal Counsel	0	6	12	76	94
Media	0	0	0	0	0
NCTR	0	0	0	0	0
Miscellaneous Inquiries	14	2	8	0	24
Other*	13	10	28	23	74
Total	47	35	77	163	322

** The "Other" category includes external administration emails, government-related emails, social media activity notification alert emails, and general IAP-related inquiries.*

Table 1 above is a summary of the inquiries received by the Records Agent from March 31, 2021 to 2024. The data is categorized based on the type of inquirer. Understanding the demographics of inquirers helps to address the specific needs of different groups. For instance, inquiries from Claimants are generally focused on records and consent forms, while family member inquiries tend to relate to general question or estate questions. This differentiation allows us to tailor responses and services to meet the unique requirements of each group effectively. The table shows that the majority of inquiries came from legal counsel, Claimants, followed by family members.

TYPE OF INFORMATION PROVIDED OR REQUESTED

TABLE 2.					
Inquiry Type	2021⁺	2022	2023	2024	Cumulative Total
What is My Records, My Choice	1	1	1	0	3
What are My Options	1	1	4	2	8

TABLE 2.					
Inquiry Type	2021⁺	2022	2023	2024	Cumulative Total
Inquiry Regarding Deceased Claimant	2	0	4	4	10
Requested to Change Choice	0	0	0	0	0
Destruction Requested	0	0	0	0	0
Consent Form Requested	0	0	3	0	3
Third Party Consent Form Requested	0	0	0	0	0
Request Form Requested	4	5	9	8	26
Resource Number Requested	2	0	0	0	2
Updated Personal Contact Information	0	0	0	1	1
Requested Notice Program Products	0	0	0	1	1
Response to Inquiry	15	7	36	52	110
Other +	18	11	9	74	112
Total	43	25	66	139	273

+ "Other" category includes subject matter inquiries about Common Experience Payment, the Day School Settlement, general IAP-related inquiries, and what types of documents would be included.

++ The cumulative total of Table 2 is less than the other summary tables as it excludes receipt of Request and Consent Forms which are accounted for in Table 7 to follow.

Table 2 summarizes the inquiries for all Records Agent matters, excluding those related to the processing of Claimant requests, which is described separately in the section to follow. The most common reasons that Epiq was contacted was to respond to our inquiries and other miscellaneous inquiries, followed by requests to receive a blank copy of the Request Form. Inquiries regarding deceased claimants was also common, while inquirers also contacted Epiq concerning requests to receive a blank copy of the Consent Form and inquiries about available options.

LANGUAGE OF INQUIRER

TABLE 3.					
Language of Inquirer	2021⁺	2022	2023	2024	Cumulative Total
English	46	32	32	116	226
French	0	1	0	3	4
Inuktitut	0	0	0	0	0
Other (Not categorized)	1	2	45	44	92
Total	47	35	77	163	322

Table 3 demonstrates that the majority of inquiries were made in English. Tracking these language demographics allows Epiq to tailor service delivery in our contact centre.

MODE OF INQUIRY

TABLE 4.					
Mode of Inquiry	2021⁺	2022	2023	2024	Cumulative Total
Call	6	3	10	11	30
Email	27	20	46	136	229
Fax	2	1	1	3	7
Mail	5	4	7	11	27
Response to Inquiry/ Voicemail Returned	6	6	13	2	27
Consent Declined	1	1	0	0	2
Total	47	35	77	163	322

Table 4 describes the methods of inquiry received by the Records Agent from March 31, 2021 to December 2024. Email is the most common method that Claimants used to connect with Epiq. Telephone calls and mail are also a common method of contact, while fax was the least common mode.

LOCATION OF INQUIRER

TABLE 5.					
Province of Inquirer	2021⁺	2022	2023	2024	Cumulative Total
British Columbia	1	4	36	109	150
Alberta	5	3	2	8	18
Saskatchewan	2	5	5	8	20
Manitoba	0	4	4	0	8
Ontario	4	8	6	17	35
Quebec	0	3	12	5	20
New Brunswick	0	0	0	0	0
Nova Scotia	3	1	0	3	7
Newfoundland	0	0	0	0	0
Prince Edward Island	0	0	0	0	0
Yukon	1	0	0	0	1
Northwest Territories	4	0	0	0	4
Nunavut	0	0	0	0	0
Unspecified/Unknown	27	7	12	13	59
Total	47	35	77	163	322

Table 5 provides a detailed breakdown of inquiries received from various Canadian provinces and territories. British Columbia stands out with the highest number of inquiries from this province. Ontario and Quebec also show notable engagement by Claimants. There are a number of provinces and territories from which Claimants have not contacted Epiq, namely, New Brunswick, Newfoundland, Prince Edward Island, and Nunavut. This data highlights the regional distribution of inquiries and can help in tailoring services to meet the needs of different provinces and time zones more effectively.

ADDITIONAL INQUIRIES RECEIVED

TABLE 6.					
Other Inquiries	2021	2022	2023	2024	Cumulative Total
Incoming Calls received by IRS Agents	N/A*	49*	189	131	369

** In October 2022, Epiq transitioned to a new phone system; therefore, the above data reflects calls received from that date forward.*

In Table 6, all other telephone calls handled by IRS contact centre agents are tallied. Epiq receives a large number of incoming calls through the IRS toll-free line which were not tracked in the data previously illustrated in this section. In addition to the inquiries previously noted, Epiq received 49 calls from October to December 2022. We experienced similar calls volumes in 2022 as in 2023, with a total of 189 in 2023. In 2024, we received 131 to the IRS toll-free line, resulting in a cumulative total of 369 calls. While these calls are handled on the IRS toll-free line, they are significant to the overall communication volume handled by our contact centre.

4. CLAIMANT REQUESTS PROCESSED

One of the key roles of the Records Agent is to manage the processing of requests for personal records and consents to release redacted records to the NTRC. To accomplish this work, Epiq assesses the available records, conducts transcription, translation, and redaction of the RDC and ultimately transfers the redacted records to the Claimant and/or the NTRC. The data summarized below provides a comprehensive overview of the total number of request and consent forms received from March 31, 2021 to December 31, 2024.

TABLE 7.					
Type of Form Received	2021	2022	2023	2024	Total
Total Request Forms Received (Documents sent to Claimant only)	10	14	21	22	67
Valid Request Forms	4	8	11	11	34
Invalid Request Forms*	6	6	10	11	33
Total Consent Forms Received (Documents sent to NCTR)	0	2	2	6	10
Valid Consent Forms	0	2	1	4	7
Invalid Consent Forms*	0	0	1	2	3
Withdrawal of Consent Form	0	0	0	0	0
Change of Consent Form	0	0	0	0	0
Total	10	16	23	28	77
Total pages redacted to date	22,124				

** A form may be determined to be invalid for various reasons, including a form submitted by someone other than the Claimant, missing information is not provided, or a duplicate request.*

During this period, Epiq received 67 total Request Forms of which 34 were determined to be valid and the associated records were processed. 34 Request Forms were determined to be invalid due to various reasons, including, but not limited to, the form submitted by a person other than the Claimant, missing information requested of the Claimant (but was not provided), or the request was determined to be duplicative.

The total number of Consent Forms received was 10, with 7 processed as valid consents. 3 Consent Forms were determined to be invalid for a variety of reasons which mirror the request form validity reasons listed above. The valid Consent Forms authorized Epiq to process the records and release the redacted records to the NCTR.

Epiq did not receive any requests to withdraw or change previously submitted Consent Forms.

As Records Agent, Epiq has redacted a total of 22,124 pages of documents contained in the RDC. Based on this data, Epiq estimates that the average number of pages processed per request was 650 pages, although this figure would vary depending on the individual Claimant.

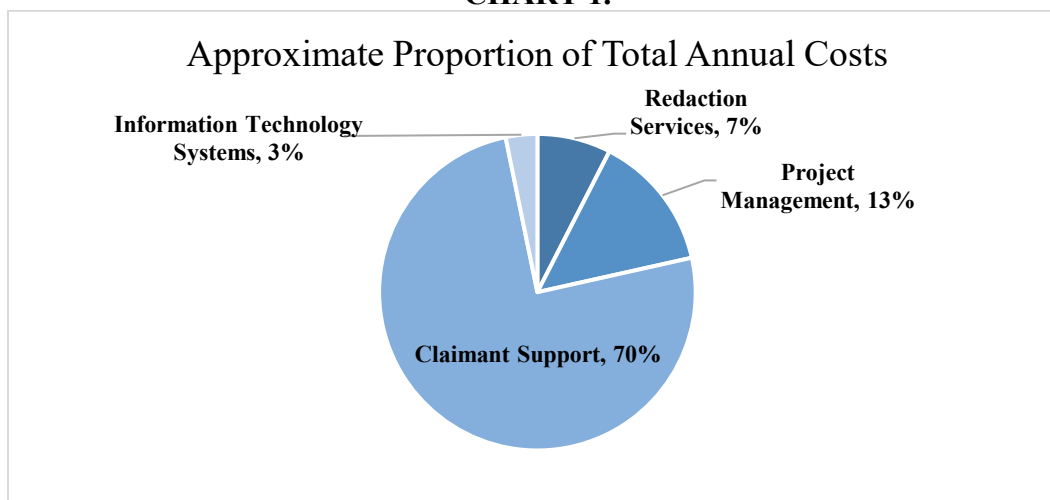
Over this time, there has been a consistent increase in the number of forms received, indicating a growing engagement from Claimants. The number of valid Request Forms has steadily increased, suggesting improved authorization and completeness in submissions. The rise in Consent Forms received in 2024 shows a heightened interest in sharing records with the NCTR. The overall trend points to an increasing demand for records and transparency, with a significant amount of pages being redacted to ensure privacy and compliance.

5. FINANCIAL OVERVIEW

Epiq issues invoices monthly for services described in the Workplan attached as Appendix “A.” Our fiscal year budgets group these expenses into five categories: (1) redaction services, which includes audio and non-audio redaction and the associated quality assurance process; (2) project management, which includes an assigned project coordination team and a senior project management team for oversight; (3) claimant support through bilingual toll-free information line, mail, fax, and email help desk, described in more detail below; (4) information technology systems, including database system maintenance, audio redaction software, annual secure email transmission software account licensing and maintenance, and annual website updates and maintenance services; and (5) other costs, such as reporting, training, legal services, translation, and transcription.

Epiq’s estimate to actuals financial report for the fiscal years 2021 to 2024 is attached as **Appendix “B”** attached hereto. Due to the confidentiality of internal budgeting strategies, the financial report has been redacted from the publicly available version on the website of the Records Agent (<https://www.myrecordsmychoice.ca>). However, this section will provide a general outline the information described in the financial report.

CHART 1.



Analysis of our monthly invoices identifies trends in our annual costs. Redaction services represent approximately 7% of our total costs, reflecting the meticulous process of ensuring privacy and compliance. Project management accounts for about 13% of our costs, highlighting the importance of coordinated oversight and efficient execution of our initiatives. Information technology systems constitute 3% of our costs, underscoring the role of advanced technologies in maintaining our services and preserving the archives (RDC). Other costs, which include reporting, training, legal services, translation, and transcription, make up about 7% of our budget. 70% of our costs are allocated to help desk services, emphasizing our commitment to providing dedicated support and assistance to Claimants.

Epiq's services are budgeted based on an approved estimate outlined in the Memorandum of Agreement dated March 18, 2021. The estimate was carefully developed to ensure that Epiq maintains efficient services in this mandate. Epiq is pleased to report that our actual annual costs are consistently under budget, often less than fifty percent of the allocated budget.

As the contact centre is the crucial point of contact for survivors to express their intentions concerning their records, Epiq ensures agents are available during business hours to receive calls and that the staff responding to inquiries have the requisite historical expertise and knowledge of the ADR and IAP processes to provide Residential School Survivors with accurate and complete responses. Inquiries are often complex and require expertise to respond efficiently and appropriately. Agent support is available Monday through Friday from 9 am to 5 pm excluding holidays. The approved budget requires that we have three dedicated bilingual agents available for 3.5 hours per business day and that one supervisor be available to support those agents for 3 hours per day. While this approach has enabled us to respond effectively to inquiries, given call volume has remained consistent, we recommend reducing the number of agents from 3 to 2 and supervisor dedicated time to 1 hour per day which allows us to provide live agent support fully during business hours.

In conclusion, this report provides a comprehensive overview of the activities undertaken by Epiq as the designated Records Agent from March 31, 2021 to December 31, 2024. The report details Epiq's efforts in successfully managing inquiries, processing Claimant requests, and maintaining the Retained Documents Collection until its scheduled destruction in September 2027. Our financial summary demonstrates that our actual costs remain below budget month over month.

This progress report is respectfully submitted on March 31, 2025 by Brenda Weiss, Senior Director of Client Services, on behalf of Epiq Class Action Services Canada, Inc.

APPENDIX “A”

ANNUAL WORKPLAN OF RECORDS AGENT

ITEM	CATEGORY	KEY ACTIVITIES	DELIVERABLES	SERVICE STANDARD
1	Claimant Consent and Request forms	Receive and validate Claimant Consent and/or Request form as Claimants may submit more than one form at the same time.	Record receipt of form(s) in Records Agent's database and send Claimant Acknowledgement Letter confirming receipt of form(s) by preferred method of receipt.	Within 5 business days of receiving the form(s).
2	Claimant Consent and Request forms - <i>Additional Information Required</i>	Confirmed that form(s) submitted by Claimant is incomplete.	Note missing information in Records Agent's database and send Claimant Acknowledgement Letter confirming receipt of form(s), but that additional information is required to process the request(s).	Within 5 business days of receiving the form(s) and completing initial review.
3	Claimant Consent and Request forms - <i>Additional Information Submitted</i>	Receive additional information requested.	Record receipt of additional information in Record Agent's database , verify form(s) is now complete and send Claimant Acknowledgement Letter confirming receipt (request complete) by preferred method of receipt.	Within 5 business days of receipt.
4	Claimant Consent and Request forms - <i>No ADR/IAP Claim</i>	Verify that Claimant did not have an ADR or IAP Claim in the Retained Documents Collection.	Record confirmation of no claim in the Records Agent's database and send Claimant Acknowledgement Letter confirming receipt of form(s), but no claim found (no records to provide).	Within 5 business days of receipt.
5	Retained Documents Collection Review	Locate documents for Claimant in Retained Document Collection located on Record Agent's secure network.	Place a copy of the Claimant's Retained Documents found in the Record Agent's Production folder and initiate the processing of the Claimant's request in the Record Agent's database.	Within 10 business days of Acknowledge Letter issuance.
6	Retained Documents Collection Review - <i>Transcription</i>	Review Claimant documents to verify if audio transcription is needed.	Audio file is forwarded to transcription service via secure electronic transmission via the Records Agent's EDI system.	Within 5 business days of previous step.
7	Retained Documents Collection Review - <i>Transcription</i>	Transcription Service transcribes the audio file following protocol previously established by IRSAS.	Transcribed audio file is returned to the Records Agent via secure electronic transmission via the Records Agent's EDI system.	Within 6 business days of receiving assignment unless urgent.
8	Retained Documents Collection Review - <i>Transcription</i>	Complete quality review of transcription.	Listen audio file and verify Claimant identity, hearing date, and spot check entire transcript for accuracy.	As soon as possible following receipt of transcribed audio file.
9	Retained Documents Collection Review - <i>Translation</i>	Translate indigenous languages as needed following protocol previously established by IRSAS.	Send translation request to Translation Service via secure electronic transmission via the Records Agent's EDI system.	With 5 business days of completion of previous step.
10	Retained Documents Collection Review - <i>Translation</i>	Translation Service completes translation following protocol previously established by IRSAS.	Translation is completed and returned to the Records Agent via secure electronic transmission via the Records Agent's EDI System.	Within 15 business days of completion of previous step.

ITEM	CATEGORY	KEY ACTIVITIES	DELIVERABLES	SERVICE STANDARD
11	Retained Documents Collection Review - <i>Translation</i>	Complete quality review of transcription.	Review original and translated documents to verify Claimant identity, hearing date, and spot check entire transcript for accuracy.	As soon as possible following receipt of translation.
12	Retained Document Collection - <i>Redaction - English and French languages</i>	Complete redaction following previously established redaction protocol developed by IRSAS.	Complete initial and quality review of the redaction of the Claimant's Retained Documents including transcripts and audio files. Record Activity in Records Agent's database.	Complete redaction of files within 15 business days of completion of previous step.
13	Retained Document retrieval and Redaction - <i>Indigenous Languages</i>	Complete redaction following previously established redaction protocol developed by IRSAS.	Complete initial and quality review of the redaction of the Claimant's Retained Documents including transcripts and audio files. Record Activity in Records Agent's database.	Complete redaction of files within 20 business days of completion of previous step.
14	Redacted Documents - <i>Send to Claimant Only</i>	Prepare discreet package of redacted documents following protocols previously established by IRSAS.	Courier or send via Registered Mail with signature option to verified Claimant Address.	Within 15 business days of completed redaction.
15	Redacted Documents - <i>Send to Claimant and National Centre of Truth and Reconciliation (NCTR)</i>	Prepare discreet package of redacted documents following protocols previously established by IRSAS.	Courier or send via Registered Mail with signature option to verified Claimant Address. Redacted documents are sent to the NCTR via secure electronic transmission via the Records Agent's EDI system.	Within 15 business days of completed redaction.
16	Redacted Documents - <i>Send to NCTR Only</i>	Prepare discreet package of redacted documents following protocols previously established by IRSAS.	Redacted documents are sent to the NCTR via secure electronic transmission via the Records Agent's EDI system.	Within 15 business days of completed redaction.
17	Claimant Withdrawal of Consent	Receive and validate Claimant "Withdrawal of Consent" form.	Record receipt of Claimant's "Withdrawal of Consent" form in Records Agent's database and send Claimant Acknowledgement Letter by preferred method of receipt.	Within 5 business days of receipt.
18	Claimant Withdrawal of Consent- <i>Additional Information Required</i>	Confirmed that Withdrawal of Consent form submitted by Claimant is incomplete.	Note missing information in Records Agent's database and send Claimant Acknowledgement Letter confirming receipt and requesting additional information to process the request.	Within 5 business days of receiving the form and completing initial review.
19	Claimant Withdrawal of Consent- <i>Additional Information Submitted</i>	Receive additional information requested.	Record receipt of additional information in Record Agent's database , verify Withdrawal request is now complete and send Claimant Acknowledgement Letter confirming receipt (request complete) by preferred method of receipt.	Within 5 business days of receipt.
20	Claimant Withdrawal of Consent- <i>Notify NCTR</i>	Inform NCTR of Claimant Withdrawal of Consent.	Send notification to NCTR via the EDI and record notification to NCTR and receipt of Certificate of Destruction back from NCTR in Records Agent's database.	Within 5 business days of receipt.

ITEM	CATEGORY	KEY ACTIVITIES	DELIVERABLES	SERVICE STANDARD
21	Claimant Change of Consent	Claimant submits Change of Consent form requesting change level of access to documents submitted to NCTR.	Record receipt of Claimant's "Change of Consent" form in Records Agent's database and send Claimant Acknowledgement Letter by preferred method of receipt.	Within 5 business days of receipt.
22	Claimant Change of Consent- <i>Additional Information Required</i>	Confirmed that Change of Consent form submitted by Claimant is incomplete.	Note missing information in Records Agent's database and send Claimant Acknowledgement Letter confirming receipt of form, but that additional information is required to process the request.	Within 5 business days of receiving the form and completing initial review.
23	Claimant Change of Consent- <i>Additional Information Submitted</i>	Receive additional information requested.	Record receipt of additional information in Record Agent's database , verify Change of Consent request is now complete and send Claimant Acknowledgement Letter confirming receipt (request complete) by preferred method of receipt.	Within 5 business days of receipt.
24	Claimant Change of Consent- <i>Notify NCTR</i>	Inform NCTR of Claimant Change of Consent.	Send notification to NCTR via the EDI and record notification to NCTR and acknowledgement of receipt back from NCTR in Records Agent's database.	Within 5 business days of receipt.
25	Annual Progress Report	Prepare report following guidelines established in 10.2 of the Master Service Agreement.	Submit report to the Court and Canada annually.	By March 31st of every fiscal year.
26	Annual Progress Report	Post Report publicly on the My Records, My Choice website	Post a copy of the Progress Report in the What's New banner of the website in English and French.	As soon as possible after report completion and submission.
27	Records Agent invoices	Prepare invoices with supporting documentation.	Prepare and submit invoices covering activities of the previous month, with supporting documentation, utilizing agreed upon format.	Monthly within the first 10 days of each month.