

**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 APRIL 13, 2026

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 April 1, 2025 to March 31, 2026. 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 2025 and outlines our annual work plan for this reporting period, in effect again for the 2026-2027 fiscal year.

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 several 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. In some instances, the 15-day service standard may not be met where the Records Agent receives an unanticipated spike in volume of complete and valid requests on the same day, including as a result of enhanced outreach and awareness efforts by the NCTR and community members assisting Claimants to complete and submit their forms, which can temporarily extend processing timelines despite best efforts to adhere to the established standards.

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 March 31st 2026, 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	2025	Cumulative Total
Claimant	12	13	19	45	274	363
Community Member/Friend	0	0	3	6	3	12
Family Member	8	4	6	13	21	52
Indigenous Organization	0	0	1	0	0	1
Legal Counsel	0	6	12	76	55	149
Media	0	0	0	0	8	8
NCTR	0	0	0	0	89	89
Miscellaneous Inquiries	14	2	8	0	21	45
Other*	13	10	28	23	20	94
Total	47	35	77	163	491	813

** 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 March 31, 2026. 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 most inquiries came from claimants, the NCTR followed by legal counsel.

TYPE OF INFORMATION PROVIDED OR REQUESTED

TABLE 2.						
Inquiry Type	2021⁺	2022	2023	2024	2025	Cumulative Total
What is My Records, My Choice	1	1	1	0	3	6
What are My Options	1	1	4	2	2	10
Inquiry Regarding Deceased Claimant	2	0	4	4	6	16
Requested to Change Choice	0	0	0	0	0	0
Destruction Requested	0	0	0	0	1	1
Consent Form Requested	0	0	3	0	5	8
Third Party Consent Form Requested	0	0	0	0	0	0
Request Form Requested	4	5	9	8	6	32
Resource Number Requested	2	0	0	0	0	2
Updated Personal Contact Information	0	0	0	1	2	3
Requested Notice Program Products	0	0	0	1	0	1
Response to Inquiry	15	7	36	52	264	374
Other +	18	11	9	74	32	144
Total	43	25	66	142	321	597

+ "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, and finally 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. Recently, there has been an influx of inquiries from law firms requesting that Claimant Records be forwarded to the law firm rather than to the Claimant directly for the purpose of supporting claims made under another matter. This request is contrary to the current mandate and Epiq is seeking direction via Courts Counsel regarding the permissibility of sending the records to the claimant via their lawyer for the purposes stated above.

LANGUAGE OF INQUIRER

TABLE 3.						
Language of Inquirer	2021⁺	2022	2023	2024	2025	Cumulative Total
English	46	32	32	116	491	717
French	0	1	0	3	2	6
Inuktitut	0	0	0	0	0	0
Other (Not categorized)	1	2	45	44	34	126
Total	47	35	77	163	527	849

Table 3 indicates that most inquiries were conducted in English. Monitoring these language demographics enables Epiq to optimise service delivery within our contact centre.

MODE OF INQUIRY

TABLE 4.						
Mode of Inquiry	2021 ⁺	2022	2023	2024	FY 2025-2026	Cumulative Total
Call	6	3	10	11	28	58
Email	27	20	46	136	231	460
Fax	2	1	1	3	3	10
Mail	5	4	7	11	66	93
Response to Inquiry/ Voicemail Returned	6	6	13	2	2	29
Consent Declined	1	1	0	0	1	3
Total	47	35	77	163	331	653

Table 4 provides a summary of the methods of inquiry received by the Records Agent for the period from March 31, 2021 to March 31, 2026. During this timeframe, email emerged as the most frequently used method for Claimants to contact Epiq. In addition to email, telephone calls and mail also represented common means of communication. By comparison, fax was the least utilized method of inquiry among the available options.

LOCATION OF INQUIRER

TABLE 5.						
Province of Inquirer	2021 ⁺	2022	2023	2024	2025	Cumulative Total
British Columbia	1	4	36	109	37	187
Alberta	5	3	2	8	62	80
Saskatchewan	2	5	5	8	206	226
Manitoba	0	4	4	0	28	36
Ontario	4	8	6	17	73	108
Quebec	0	3	12	5	14	34
New Brunswick	0	0	0	0	0	0
Nova Scotia	3	1	0	3	2	9
Newfoundland	0	0	0	0	0	0
Prince Edward Island	0	0	0	0	2	2
Yukon	1	0	0	0	0	1
Northwest Territories	4	0	0	0	0	4
Nunavut	0	0	0	0	3	3
Unspecified/Unknown	27	7	12	13	42	101
Total	47	35	77	163	469	791

Table 5 presents a comprehensive overview of the inquiries received from Canadian provinces and territories, underscoring notable regional trends in claimant engagement. The data reveal that Saskatchewan, British Columbia, and Ontario are the most active provinces, with Saskatchewan experiencing most of its inquiries in fiscal year 2025. This points to a significant temporal concentration of interest in that province.

Conversely, the analysis identifies several provinces and territories from which no claimant inquiries were received, specifically New Brunswick, Newfoundland, Yukon, and Nunavut. Such absence of contact from these regions highlights areas where outreach or awareness may need to be enhanced.

Additionally, it is noteworthy that there are 93 instances where the originating province for inquiries remains unspecified or unknown. In most cases, this reflects situations where individuals did not provide location details in forms or during email or telephone interactions. While the absence of regional data presents some limitations in fully assessing geographic distribution and may affect the precision of targeted service delivery, it is common in claimant-facing communications. Variability in the completeness of voluntarily provided information is expected and does not, in isolation, indicate a concern with data integrity or process adherence.

Overall, this regional breakdown is instrumental in identifying patterns of claimant engagement and provides valuable insights for tailoring services to address the diverse needs of claimants throughout Canada.

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, determines if the applicants have information in relation to the settlement or if their claim was settled outside of the IAP, 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 March 31, 2026.

TABLE 6.						
Type of Form Received	2021	2022	2023	2024	2025	Cumulative Total
Total Request Forms Received (Documents sent to Claimant only)	10	14	21	22	71	138
<i>Valid Request Forms</i>	4	8	11	11	36	70
<i>Invalid Request Forms*</i>	6	6	10	11	35	68
Total Consent Forms Received (Documents sent to NCTR)	0	2	2	6	56	66
<i>Valid Consent Forms</i>	0	2	1	4	32	39
<i>Invalid Consent Forms*</i>	0	0	1	2	24	27
Withdrawal of Consent Form	0	0	0	0	0	0
Change of Consent Form	0	0	0	0	0	0
Total	10	16	23	28	127	204
Total pages redacted to date	29,085					

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

During the reporting period, Epiq received a total of 71 Request Forms in FY 2025-2026, representing a significant increase compared to 22 Request Forms received in 2024. Of the 2025 Request Forms, 36 were determined to be valid and the associated records were processed. The remaining 35 Request Forms were determined to be invalid for various reasons, including, but not limited to, submissions made by individuals other than the Claimant or instances where required information was not provided.

The volume of Consent Forms received in 2025 increased substantially, with 56 Consent Forms received, compared to 6 Consent Forms in 2024. Of these, 32 Consent Forms were processed as valid, authorizing Epiq to process records and release the redacted records to the NCTR. The remaining 24 Consent Forms were deemed invalid for reasons consistent with those identified for invalid Request Forms.

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

As Records Agent, Epiq has redacted a total of 29,085 pages of documents contained in the RDC to date. Based on the total number of valid Request Forms processed, Epiq estimates that the average number of pages processed per request is approximately 800 pages, recognizing that the number of pages varies depending on the individual Claimant and the scope of available records.

Overall, 2025 represents a notable increase in engagement compared to prior years, particularly when compared to 2024. The sharp rise in both Request Forms and Consent Forms suggests increased awareness of the records request process and a heightened interest among Claimants in obtaining and, where applicable, sharing their records with the NCTR. While the proportion of invalid submissions remains comparable to prior years, the sustained increase in valid forms indicates continued participation and reliance on the process. The corresponding growth in pages redacted reflects the increased demand for records and Epiq's ongoing efforts to ensure privacy, accuracy, and compliance in the disclosure process.

5. FINANCIAL OVERVIEW

Epiq issues invoices monthly for services described in the Workplan attached as Appendix "A." For the fiscal year April 1, 2025 to March 31, 2026, expenses continued to be organized into the same five budget categories: (1) redaction services, including audio and non-audio redaction and associated quality assurance; (2) project management, including an assigned project coordination team and senior management oversight; (3) claimant support, provided through a bilingual toll-free information line, mail, fax, and email help desk; (4) information technology systems, including database maintenance, audio redaction software, secure email transmission licensing, and website maintenance; and (5) other costs, such as reporting, training, legal services, translation, and transcription.

Epiq's estimate-to-actual financial report for fiscal years 2021 through 2026 is attached as Appendix "B." Due to the confidentiality of internal budgeting strategies, this report has been redacted from the publicly available version posted on the Records Agent website. The summary below provides a high-level overview of the approved estimates and actual invoiced amounts for the most recent fiscal year.

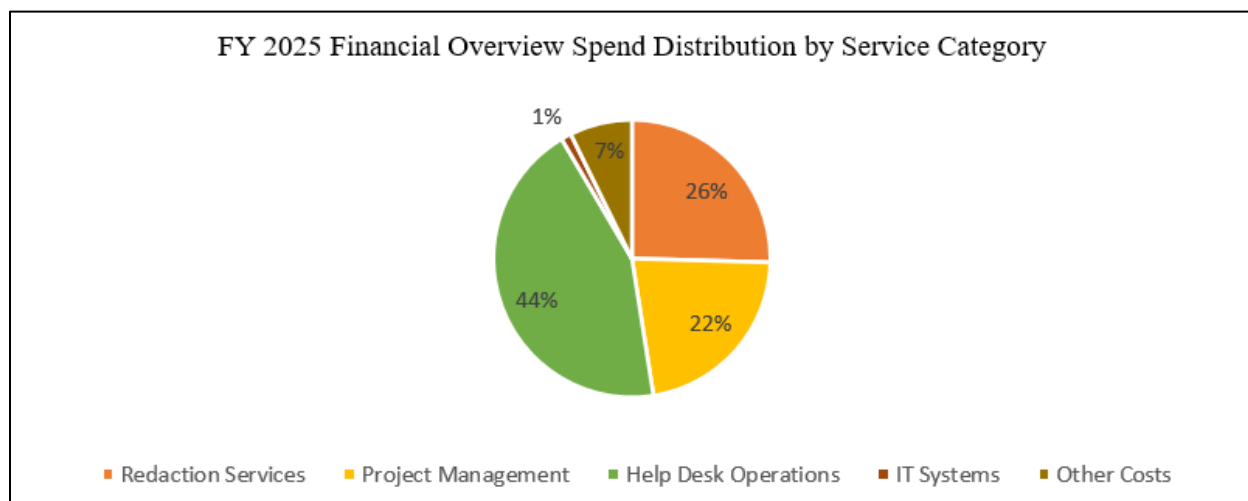
CHART 1.

Chart 1 illustrates the distribution of invoiced costs across service categories for the fiscal year April 1, 2025 to March 31, 2026. Dollar amounts and percentage values have been intentionally omitted due to confidentiality requirements. Each segment reflects the relative share of total costs incurred for that service category during the reporting period.

For the period April 1, 2025 to March 31, 2026, Epiq's total approved estimate was \$463,675.00, while total invoiced costs were \$378,229.38, representing approximately 81.6% of the approved budget. This continues the established trend of Epiq delivering services under the approved estimate, while maintaining full operational capacity and service levels.

Across individual cost components, invoiced amounts varied depending on operational demand. Certain categories exceeded initial estimates due to increased activity levels, including higher volumes of records processing and claimant engagement. These increases were offset by lower-than-anticipated costs in other categories, particularly where efficiencies were achieved through workflow stabilization and sustained call volumes. Overall, the balance between categories resulted in total annual costs remaining well below the approved estimate.

Consistent with prior fiscal years, claimant support services represent the largest proportion of overall costs, reflecting the importance of maintaining a trauma-informed, bilingual contact centre as the primary point of contact for Survivors. Redaction services and project management continue to represent a smaller proportion of total costs, while information technology and other ancillary services account for a modest share of annual expenditures.

Epiq's services continue to be budgeted in accordance with the approved estimate outlined in the Memorandum of Agreement dated March 18, 2021. The approved estimate was developed to ensure sufficient capacity to respond to fluctuations in demand while maintaining service quality.

Epiq is pleased to report that, for the 2025–2026 fiscal year, actual costs remained materially below budget, consistent with historical performance.

As the contact centre remains the critical access point for claimants seeking information and making decisions regarding their records, Epiq continues to ensure that trained agents are available during regular business hours. Contact centre staff possess the requisite historical knowledge of the ADR and IAP processes to provide accurate, respectful, and complete responses to often complex inquiries. Live agent support is available Monday through Friday from 9:00 a.m. to 5:00 p.m., excluding statutory holidays.

The approved budget has been updated to reflect the revised staffing model. Two dedicated bilingual agents are now assigned for 3.5 hours per business day, supported by one hour of Help Desk supervisory coverage per business day. This adjustment aligns staffing levels and supervisory oversight with current inquiry volumes while maintaining live agent support during business hours and ensuring costs are appropriately aligned with actual demand.

To support timely and consistent processing of Claimant Request and Consent Forms, Epiq intends to augment its redaction capacity by adding two dedicated redactors and has retained an additional administrative resource on an as-needed basis. This resourcing adjustment is also being implemented in anticipation of a potential uptick in Request and Consent Form submissions as the September 19, 2027 deadline approaches. This resourcing adjustment is intended to balance internal workflows by ensuring that initial redaction and subsequent quality assurance review are appropriately distributed and consistently performed, thereby supporting adherence to established service standards during periods of increased intake volume.

This report provides a comprehensive overview of Epiq’s financial performance as Records Agent for the period April 1, 2025 to March 31, 2026. The financial results demonstrate continued cost control, operational efficiency, and responsible stewardship of funds. Actual costs remain below approved estimates while service levels, claimant support, and privacy-compliant records processing continue uninterrupted.

This progress report is respectfully submitted on April 13, 2026 by Amanda Scalia, Settlement Project Manager 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 - Additional Information Required	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 - Additional Information Submitted	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 - No ADR/IAP Claim	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 - Transcription	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 - Transcription	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 - Transcription	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 - Translation	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 - Translation	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.