

SENT VIA EMAIL
SEPTEMBER 23rd, 2020

RE: Update on B.C. Temporary Pandemic Pay Program Claim Process

Dear Service Provider:

This communication is to advise service providers and employers about two important items:

1. **The email address provided at the [claim form webpage](#) and in the September 14th communication is invalid.** Claims must be **re-submitted** to the correct address: bcpandemicpayclaim@sp2016.sp.gov.bc.ca. If you already submitted a claim to the email address that was previously communicated, it will not be received or validated.
2. Service providers with approved subcontractors are responsible for submitting **one claim** that includes the eligible hours for the subcontractor's eligible employees – this is added on a separate line and by program(s). Providers will need to coordinate this directly with their subcontractors to ensure the accurate number of employees and hours worked during the 16-week period. Once validated, providers will also be required to ensure the funding is accurately disbursed to subcontractors to pay the employees claimed. Arrangements for this are entirely the responsibility of the service provider.

The Excel template and instructions can be accessed here: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/temporary-pandemic-pay/tpp-claim-submission>

We appreciate your time and attention on these significant items and apologize for any inconvenience. We are committed to ensuring an efficient process to get funding to providers/employers, and ultimately to eligible employees as quickly as possible.

Thank you.