

Mr. GAUTHIER (*Nickel Belt*): From the figures you have just given to us it seems to me that the clearing is not uniform across the country.

Mr. MCGREGOR: What is that, please.

Mr. GAUTHIER (*Nickel Belt*): I say the clearing of these claims is not uniform.

Mr. MCGREGOR: No, and there are several reasons for it. There may have been a flood of claims during the last two or three days of the week in one area, or they may have been spread out in some other areas across the week. Moreover, between the prairie region and Vancouver for example there is a tremendously great movement. A lot of people go from the prairies to British Columbia and it takes time to move the records. Those are many factors which enter into the clearance of claims.

Mr. GAUTHIER (*Nickel Belt*): I notice from the figures you have given us that Ontario was cleared much faster than other parts of the country.

Mr. MCGREGOR: Oh yes. There are larger units in the Ontario region than in some of the other regions.

Mr. GAUTHIER (*Nickel Belt*): Quebec had more claims than Ontario and they are not clearing as fast.

Mr. MCGREGOR: One thing we must remember in regard to Quebec is that they have just moved their regional office into a new building and it has taken them a little time to settle down.

Mr. GAUTHIER (*Nickel Belt*): Thank you.

Mr. MCGREGOR: And it has happened right in the middle of this load.

The CHAIRMAN: I think the committee would like me to thank Mr. McGregor for the very detailed and informed statement he has given us on this subject of claims pending.

Mr. KNOWLES: The position does seem to have improved as at the end of the week of February 21, compared to that other week for which you gave us the figures. Are you hopeful that this trend will continue?

Mr. MCGREGOR: Oh yes. The number of claims is dropping. We have got over that backlog which always results from the Christmas and New Year's holidays. That backlog stays with us for almost the whole month of January before we can get cleared up again. These holidays are one of the things we have got to contend with, because at that time claims are coming in at a fairly heavy rate.

Mr. GAUTHIER (*Nickel Belt*): Will you please explain to us what you mean by the term "no payments due"?

Mr. MCGREGOR: That means that the claimant has not served his waiting period at the date of the report and consequently nothing is payable to him at that time.

Mr. GAUTHIER (*Nickel Belt*): It does not mean that he is not entitled?

Mr. MCGREGOR: Oh no, sir.

Mr. BARNETT: One point which troubles me is that of the transfer of records from one region to another. As I followed Mr. McGregor he explained that in the processing of claims, the papers have to go to each regional office and as a result delays arise because records have to be sought in other regional offices. My question is this: what steps, if any, may an individual worker take if he moves or if he expects to move permanently from one region to another? Will the action on his part result in the transfer of his back records into the region in which he is currently working so that if he should need to make a claim those records would then be immediately available.

Mr. MCGREGOR: Mr. Chairman, there are two phases to this. The first is the claimant who moves while he is on benefit. He is instructed in the