

statistics are obtained) at the time of the report. It may very well have been, however, that a large number of these had been paid because it is our practice to post the claimant's record first in order to facilitate payment and leave the posting of the statistical record until later.

(4) We have already explained how these cases can arise and as much as we try to educate the claimants there are still a number of them that do not realize the significance of obtaining their books and depositing them with our local offices as soon as possible after a claim is made.

(5) These are the cases where a claimant has made his claim in one area having moved in from some other region, and where books have been lost and we are attempting to rebuild the history of the claimant's most recent employers. The figure includes cases on which the claimant has no idea of his insurance number and the claim had to be checked through the head office master index, Ottawa, in an attempt to ascertain it.

(6) These are cases where the claimant has given information that differed from that supplied by his employer and which must be investigated to ensure that proper entitlement to benefit is established.

(7) These are cases on which knotty problems of adjudication had arisen and on which no jurisprudence has been established. Insurance officers are required to send these to head office so that uniform decisions may be applied.

(8) These consist mainly of armed services cases regarding which we have already given an explanation.

We do not maintain that errors on our part, resulting in delays, do not occur but we do say that these are comparatively few in number.

We were able to obtain by wire yesterday and this morning the figures at the close of the 21st February. These are as follows: You might want to write these down beside the last items on your sheet, if you wish.

| | | |
|--|---------|-------|
| 1. Claims pending at beginning of week | 75,248 | |
| 2. Claims received during week | 59,055 | |
| TOTAL | 134,303 | |
| 3. Less claims cleared during week | 66,807 | |
| 4. Claims pending at end of week | 67,496 | |
| 5. Breakdown of Item 4 | | |
| (a) No payment due | 61,006 | 90.4% |
| (b) One payment due | 4,488 | 6.7% |
| (c) Two payments due | 699 | 1.0% |
| (d) Three or more payments due | 1,303 | 1.9% |

Mr. STARR: What period does that cover?

Mr. MCGREGOR: That covers the last week, the week ending February 21. Of those 1,303 where there were three or more payments due, 562 were items where disqualifications were imposed but notices had not yet been sent to the claimants. But they have now.

Some of the engineers' claims were still pending because our offices had the notices in process and could not get them all out. But I was assured yesterday that they now have all gone out. That reduces the figure in item 5 (d) to 1.1 per cent

Mr. STARR: Might this statement of claims pending be included in our minutes of proceedings, Mr. Chairman?

The CHAIRMAN: It could be added as an appendix. How would that be?

Mr. STARR: Yes, I would be very glad if it were added.

Mr. KNOWLES: What was that question, please?