

Q: In what order are the claims being processed?

A: The judgment does not set out any procedure in terms of the order in which payments will be made. Manulife and SISIP established a process which provides for refunds to be broken into six groups based on release dates, with different processors assigned to each group to assure concurrent processing. These groupings are: 1976 to 2000, 2001 to 2003, 2004 to 2005, 2006 to 2007, 2008 to 2010, 2011 to 2012. Within each of the groupings, the processor will manually and randomly select a list of recipients to process. All recipients are processed in the order selected. Older claims will typically be the larger payouts and will take longer to process. Recognition of longer processing time for these older refunds has resulted in additional resources being added to strengthen Manulife's ability to complete the processing of all claims, regardless of complexity, within the court-ordered timeframe.