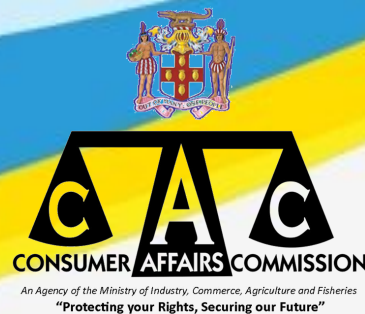


# THE CONSUMER AFFAIRS COMMISSION

## Bad Gas Ex-Gratia Disbursement Procedure



### CONTACT

Contact will be made via telephone by officers of the Commission. This process has already started.

### KEEPING YOU Informed

Consumers who were approved for payment will be advised of the outcome of the assessment by the special committee. Consumers whose claims were not approved will also be contacted.

### SCHEDULE AN APPOINTMENT

Consumers who have been approved will be given an appointment time / date to come to an office of the Commission in order to sign the release and discharge document, provide a government ID for verification and to fill out a form with their banking details.

### MONEY TRANSFER

FUNDS WILL BE SENT ELECTRONICALLY within two weeks once the documents are signed.