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August 21, 2013

Our File #19680(2)

**Via Email**

Hergott Law  
105 - 1195 Industrial Road  
Kelowna, BC V1Z 1G4

**Attention: Paul J. Hergott**

Dear Mr. Hergott:

**Re: Violation Ticket Dispute**

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Your email of August 14, 2013 to Ms. Ouellette has been referred to my attention.

We are pleased that we were able to provide your readers with assistance, and hope that Cathy and her sons are able to resolve the matter to their satisfaction. We also welcome your feedback concerning ICBC's website and your suggestions as to how we may improve the experience of our customers.

However, we must decline your invitation to publish a retraction for our response of August 13, 2013. We do not share your view that the "clear implication" of Ms. Ouellette's letter was that you are "deficient", nor do we share your view Ms. Ouellette's response was a jab at you or your legal practice.

You note in your editorial of August 8 that you would not "attack the police" due to your reluctance to "comment about things I know nothing about". However, you go on to "attack", in your words, ICBC, despite admittedly having little expertise in disputing violation tickets beyond the very basic dispute process. Ms. Ouellette was understandably expressing surprise that, prior to authoring an article in which you state an intention to "attack ICBC and the provincial government", you did not call or email ICBC directly.

In the unlikely event that our response bears the defamatory meaning you allege we are confident that the defence of fair comment would apply.

We trust this brings the matter to a close. In the future, we encourage you to contact ICBC directly with any specific inquiries you may have.

Yours truly,

Christopher A. Putney  
Senior Legal Counsel  
Corporate Law Department  
(604) 661-6285

CAP/km