

On 2013-08-31, at 10:10 PM, Paul Hergott <paul@hlaw.ca> wrote:

Christopher A. Putney
Senior Legal Counsel
Corporate Law Department
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Mr. Putney,

Thank you for your August 21, 2013, response to my e-mail of August 14, 2013, to Glenda Ouellette. For ease of reference, I am attaching copies of both pieces of correspondence. The hyperlinks contained within my e-mail of August 14, 2013, are functional.

My attack against ICBC, which was also levied against the Provincial Government, was and continues to pertain to the lack of an easily followed administrative solution to the problem encountered by (by Ms. Ouellette's admission) hundreds of ICBC's customers every year.

In the context of:

1. a crown corporation;
2. with an extensive and seemingly comprehensive website;
3. the website specifically addressing procedures for disputing violation tickets

the omission of a procedure to address this problem affecting hundreds of your customers per year quite clearly represents a lack of an "easily followed administrative solution". As I noted in my column, "The ICBC web site is completely deficient".

Totally aside from Ms. Oulette's uncalled-for jab against me, does ICBC plan on rectifying the problem that I identified in my newspaper column of August 8, 2013? It is now over three weeks (23 days) since my column was published and it does not appear that any steps have been taken to rectify the ICBC web site. How much longer is ICBC going to leave its customers in the dark?

In addition to demanding an answer to my question posed in this e-mail: "How much longer is ICBC going to leave its customers in the dark?", I maintain my demand for a retraction. The longer it takes in coming, the more damage to my reputation I will be alleging.

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