



building trust. driving confidence.

September 17, 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

I write in response to your email of August 31st.

In respect of your readers, Cathy and her sons, ICBC is concerned about Cathy's sons being impersonated. ICBC welcomes the opportunity to assist them if they wish to have the violation tickets reviewed by the police officers who issued them. Although ICBC does not know the identity of Cathy's sons, if you provide me with Cathy's contact information, I will ensure the appropriate ICBC driver licensing manager contacts Cathy directly to assist her sons with the review process.

As a result of your observations, ICBC has made improvements to its website to make it easier for people who wish to dispute a violation ticket to find the appropriate process. Please see the following webpages:

<http://www.icbc.com/driver-licensing/tickets/paying-disputing>

<http://www.icbc.com/driver-licensing/tickets/paying-disputing/disputing-ticket>

On both webpages, the "Facts & Tips" section in the right-hand column provides the following:

"Not your ticket?"

If you believe that a ticket appearing on your driving record belongs to someone else, you can have it reviewed. Call us for more information."

From ICBC's perspective, this ends the matter.

Yours truly,

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

CAP/km