

From: [Olsen, MLA, Adam](#)
To: s.22 [Minister, AG AG:EX](#)
Cc: [Clayton, Ryan LASS:EX](#)
Subject: Re: ICBC
Date: Wednesday, July 17, 2019 7:28:21 AM

Hello s.22

Thank you for copying my office on your correspondence with the Ministry of the Attorney General. I have read your letter to the Minister and if you require our assistance as you move through this process please contact us and we will do what we can to advocate for you.

Sincerely,

Adam Olsen, MLA

Saanich North and the Islands

[Website](#) | [Instagram](#) | [Facebook](#)

Constituency Office

#215-2506 Beacon Avenue, Sidney, BC V8L 1Y2

Phone: 250-655-5600 | Fax: (250) 655-7398

Legislative Office

Room 028 Parliament Buildings

Victoria, BC V8V 1X4

Phone: (250) 387-8347 | Fax: (250) 387-8338

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From: s.22
Date: Monday, July 15, 2019 at 12:30 PM
To: "Olsen, MLA, Adam" , "Minister, AG AG:EX"
Subject: ICBC

I am sending you both a copy of the letter I felt obliged to write to ab increasingly unaccountable Insurance Corporation of BC.

Letters disguised as notes are never signed, allowing freedom of personal communication but are cold demanding epistles, in some cases threatening to impose Trump-like sanctions.

As usual what started out as a relatively good idea has turned into a corporate mess, plundered by the previous

administrations and left to plunder where it can on what amounts to its own owners.

I am not impressed by the lack of action to make IBCB more accountable to its owners.

s.22

s.22

15th July 2019

Re: Account number s.22

Client s.22

Invoice/Ticket # s.22

I am in receipt of your "Note" (unsigned) dated June 30, 2019 concerning the above ticket.

To say the least, I am puzzled.

When the ticket as originally issued to me and I got home, I looked more closely and found that the address on the ticket was not the address on my BC drivers license, but an address at which I had not lived for nearly 3 years.

I visited your ICBC licensing/court office in s.22 BC to point this out and correct it so that any correspondence would come to me rather than being thrown out at my old address.

I also applied for a court date and I did receive a letter dated Dec 24 2018 acknowledging this application along with another notice dated January 31 2019 giving me the date and time of the hearing date s.22

I discovered in the previous week that I would be unable to attend on the s.22 due to s.22 work and so appeared immediately at the s.22 ICBC Office /Court House to advise them I could not attend until 1 pm. At this time I was told that the ICBC IRSU agent would not be available at that time and was told to submit a request for an adjournment and return it to the s.22 office where it was faxed directly to you on 14th May 2019 by the office there to ensure adequate time for arrangements to be made if necessary for the s.2. I stayed there long enough to make sure that the fax went through without a hitch
I have been waiting patiently for the new hearing date as I heard nothing that indicated my request had been either granted, denied or, it would appear now -from your latest note - simply ignored.

The next I get is a letter dated June 30, 2019 sent to s.22

s.22

s.22

I simply do not understand how the addresses can be so mixed up an organisation with any desire to deal with a public that is obliged to be 100% correct all the time or not receive any service from ICBC. Very deficient service.

I do understand that with the volume of requests and mail you get without enough staff to deal with them promptly there will be delays and thus I have been patient. However, I did not expect to get such an abrupt and threatening letter, also unsigned leaving everyone there blameless. Naturally, with 10 measures which you could and I suppose would undertake should I fail to pay immediately, it is to say the least disturbing even to one usually as patient as I and I have to wonder at the outright fear it might invoke in someone from a country which does not even pretend to be a democracy..

It is only \$167.00 after all, and a simple refusal to accept my request for an adjournment (or even a hearing as you have done in the past) would have resulted in this being paid and settled long ago, not happily but paid none the less.

The due diligence of both your ICBC IRSU agent (Scott Seutter) and indeed your office in North Vancouver leaves me with a very sour opinion concerning your "legal" monopoly corporation designed to serve the people of BC better than the private sector.

I think you need a total corporate and attitude overhaul.

I am looking at this whole kaleidoscope of inadequacy and wondering if I should simply pay the damn ticket and walk away, but I am loath to surrender to "Trumpist" threats of maybe 10 sanctions upon myself. I must say though that all ICBC IRSU agents (including Scott Seutter) should be obliged to both know and to obey ALL Motor Vehicle Act regulations themselves before they cavalierly issue "revenue only" tickets to the people of BC. If they do not do so then I question their moral right to issue contravention tickets to others, particularly those contraventions which cause no danger to others nor do they actually cause accidents to happen, but are simply a source of revenue for ICBC.

A prompt response would be appreciated but not expected.

Enclosures: 6 pages

Cc: Hon David Eby; Adam Olsen MLA; (both by e-mail)