

Page 01 of 93 to/à Page 03 of 93

Withheld pursuant to/removed as

s.22

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 10:07 AM
To: Landry, Matt LASS:EX
Subject: RE: ICBC Petition

Hi Matt!

No attachment 😊

Tabitha

From: Landry, Matt <Matt.Landry@leg.bc.ca>
Sent: September 23, 2019 9:39 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: ICBC Petition

Hi Tabitha,

We have an ICBC petition going around, I've included a couple below. Do you have any updated messaging on this issue?

Thanks,

Matt Landry | Constituency Assistant to
Ronna-Rae Leonard MLA for Courtenay-Comox
Matt.Landry@leg.bc.ca | 437 5th St, Courtenay BC
Ph: 250-703-2410
Office Hours: Monday to Thursday, 10 am to 12:00 pm, and 1:00 pm to 4 pm, Fridays by appointment
<http://ronnaraeleonard.ca/>



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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 10:29 AM
To: XT:Tupper, Chris GCPE:IN
Subject: FW: ICBC Petition

Hi Chris,

Can I ask you for our latest messaging re: below?

Thank you so much,

Tabitha

From: Landry, Matt <Matt.Landry@leg.bc.ca>
Sent: September 23, 2019 10:11 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: ICBC Petition

Hi Tabitha,

Whoops!! Here you go.

Matt

Dear Ronna-Rae Leonard,

I am writing to you on behalf of my ten year old son who had to do a school research project on a company of their choice. My son loves cars and has been taking on odd jobs in the summer for years now to save up for a car when he is old enough to buy one. He decided to do research on ICBC because he knows that owning a car also means paying for insurance.

s.22 would like you to know that according to his research, ICBC charges British Columbians hundreds of dollars more than anywhere else in Canada and that drivers don't have any other choice but to pay the rates because there is no competition. s.22 also said that ICBC has lost three billion dollars over the past three years and he would like to know if that money is coming out of the funds that are supposed to go towards his education.

Finally, s.22 hopes that by the time he is ready to buy his own car, he will have more options than just ICBC for insurance because that way he will be able to afford it sooner.

Thank you very much for your time,

Dear Ronna-Rae Leonard,

Weekends are family time at our house and when we get together we talk about absolutely everything and anything and that's what we love about our family time, that it gets really interesting and thoughtful. s.22 was really on fire this past weekend because she was telling joke after joke about living in British Columbia compared to Ontario, because she had lived out there for a few years, and we were all in tears with her jokes about all the differences but then she started going on about all the thing she did with her extra money from saving on her car insurance when she lived over

there. And it was a hoot and a half but then after we asked her if it was really HUNDREDS of dollars that she saved when she was over there and she said that she was as serious as an oncologist delivering bad news and that ICBC was just ripping us off big time.

This just isn't ok and it didn't make sense to anyone at the table why we shouldn't be getting any of the choices and good deals they're getting over in Ontario for no good reason any of us could think of.

So we're turning to you because we think you do a great job representing us and we think this just has to be something you deal with so we can get the better prices too.

Thanks so much for listening,

Dear Ronna-Rae Leonard,

s.22 was telling me the other day that car insurance prices in British Columbia have really gotten out of control what with the ICBC controlling it all and demanding whatever prices they want. He said that a company that loses a billion dollars a year shouldn't be allowed to take money from good, law abiding citizens who just want to go about their lives and save a few bucks.

Now s.22 when it comes to anything to do with cars he really knows his stuff and I think what he says sure sounds right to me.

What can you tell a hard working Canadian who is paying ICBC high premiums every month? How can you help us out?

From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]

Sent: Monday, September 23, 2019 10:07 AM

To: Landry, Matt <Matt.Landry@leg.bc.ca>

Subject: RE: ICBC Petition

Hi Matt!

No attachment 😊

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Sent: September 23, 2019 9:39 AM

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Subject: ICBC Petition

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 10:30 AM
To: 'Cooper, Doug'
Subject: RE: [EXTERNAL] No rush but...

That's actually a great suggestion! Thank you, Doug!

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 23, 2019 9:30 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: [EXTERNAL] No rush but...

Hi Tabitha

Just to get back to you on this, I asked DL about a mobile photo option and we don't have that capability. I'm told it is "near future" but no idea how near that future is. It's not now in any event.

I also explored options for other locations but that doesn't seem to be an option either. N. Van has double doors and a wide front area so if he can't get in through those then we don't have anything with better access and a camera station that can work.

If he can get in, there is still the camera station to contend with. All our camera stations have a stationary backdrop and while they are configured to accommodate wheelchairs, it sounds like his super-wheelchair is beyond standard.

Maybe a passport would be a better option for him?

Thanks
Doug

.....
Doug Cooper

Manager, Customer Relations
Public Affairs & Driver Licensing
ICBC building trust. driving confidence.

.....
direct: 604-982-6590 | cell: 604-999-8012
email: doug.cooper@icbc.com

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Friday, September 20, 2019 11:30 AM
To: Cooper, Doug <Doug.Cooper@icbc.com>
Subject: [EXTERNAL] No rush but...

Can you call me re: wheelchair client when you have a chance?

Tabitha Bernard

Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

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[Contact Us](#)*

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 10:46 AM
To: Bragg, Nicolas LASS:EX
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Hi Nic,

This, from Doug:

Just to get back to you on this, I asked DL about a mobile photo option and we don't have that capability. I'm told it is "near future" but no idea how near that future is. It's not now in any event.

I also explored options for other locations but that doesn't seem to be an option either. N. Van has double doors and a wide front area so if he can't get in through those then we don't have anything with better access and a camera station that can work.

If he can get in, there is still the camera station to contend with. All our camera stations have a stationary backdrop and while they are configured to accommodate wheelchairs, it sounds like his super-wheelchair is beyond standard.

Maybe a passport would be a better option for him?

What do you think?

Tabitha

From: Bernard, Tabitha AG:EX
Sent: September 19, 2019 4:08 PM
To: Bragg, Nicolas LASS:EX <Nicolas.Bragg@leg.bc.ca>
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Hi Nic,

ICBC talked to the manager at that location, who checked the system, and with staff.

They don't have any record of s.22 coming in for a transaction. That isn't super surprising if he did and they weren't able to accommodate him.

What they can say is they do have procedures to take DL pictures for individuals in wheelchairs and have taken many such pictures without issue.

They did have a situation in the last year – not confirmed to be s.22 – where an individual was brought in by their family for a BCSC photo while confined to a hospital bed. It was an actual hospital bed, not a wheelchair. Unfortunately, they were unable to accommodate that photo because the hospital bed was too big to fit into the camera area.

If he still needs a photo and would like to go in, let me know and I'll let the manager know. He can get someone to assist.

I hope this helps!

Tabitha 😊

From: Bernard, Tabitha AG:EX
Sent: September 19, 2019 12:41 PM
To: Bragg, Nicolas LASS:EX <Nicolas.Bragg@leg.bc.ca>
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Not yet, but I'll let you know!

From: Bragg, Nicolas <Nicolas.Bragg@leg.bc.ca>
Sent: September 19, 2019 12:29 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Hello Taitha,

I hope you are well! Please let me know if there is any follow up from Doug on this and I will communicate it to the North Van Constituent.

Super!

Nic

From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]
Sent: September 18, 2019 2:53 PM
To: Bragg, Nicolas <Nicolas.Bragg@leg.bc.ca>
Subject: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Doug will reach out to the location manager, but those details would help...

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 11:25 AM
To: Hosseinzadeh, Nick LASS:EX
Subject: FW: Request for Assistance: Special Event Permit for non-profit

Hi Nick,

A final update on this one; ministry staff have spoken with the applicant and addressed her concerns.

I hope that helps!

Tabitha 😊

An update for you on this one:

- It has been practice for many years to allow SEP fee exemptions to theatres and minor hockey teams for events meeting certain criteria
- It has come up that this may not be in accordance with the Regulations and so the issue is under review
- No decision has been made re whether the practice will continue or if there may be changes, work has been initiated to seek direction on this
- In the interim, we are signalling to applicants that the exemption is under review and may change/not be approved in future (there is some thought that it may be a bit premature to be doing so, and follow up is being done on that piece)

... Staff have emailed ^{s.22} and invited her to have a discussion about her concerns; we'll send you a follow-up if/when they connect.

As always, please do not hesitate to contact me should you have any questions, concerns or comments; I will be pleased to assist in any way possible.

From: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>
Sent: September 4, 2019 10:41 AM
To: Pinette, Celia AG:EX <Celia.Pinette@gov.bc.ca>
Subject: FW: RicohScan

Hi Celia,

Hoping you're the designate for MLA offices for AG?

Anyways, had a constituent group come in as they are having issues with the Liquor board. They run a small non-profit theatre and have been using the special event permit exemption process in the past.

However, they are being told now that the exemption process is withdrawn and so they will be dinged per production which would make it extremely unaffordable. They were told it was because of some other, significantly larger, theatres, but they aren't comparable. They have been having trouble getting to speak to the right person, and have come to us for help. A detailed letter is attached.

Thanks,

Nick Hosseinzadeh

Jane Thornthwaite, MLA
North Vancouver – Seymour
#217-1233 Lynn Valley Road
North Vancouver, B.C.
P: 604.983.9852 | F: 604.983.9978
www.janethornthwaitemla.bc.ca

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: Wednesday, September 4, 2019 10:34 AM

To: Hosseinzadeh, Nick <Nick.Hosseinzadeh@leg.bc.ca>

Subject: RicohScan

<20190904103423.pdf>

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 11:51 AM
To: Viaud, Chantille MCF:EX
Subject: Can you call me when you get a chance?

Hi Chantille,

I know you are likely offsite today, but when you have a few minutes this week, can you give me a call?

Derrick said it was okay to reach out to you directly about a particular case our Minister wanted to flag with your office.

Thank you so much,

Tabitha

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 12:08 PM
To: 'Cooper, Doug'
Subject: RE: [EXTERNAL] Does a driver's license applicant need to be able to stand up for his or her photo?

Okay, Nic is circling back with the family to see if they can help brainstorm a solution...

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 19, 2019 3:54 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: [EXTERNAL] Does a driver's license applicant need to be able to stand up for his or her photo?

Hi,

The Manager of the N. Van DLO checked the system and with staff.

We don't have any record of s.22 coming in for a transaction. That isn't super surprising if he did and we weren't able to accommodate him.

What I can say is we definitely have procedures to take DL pictures for individuals in wheelchairs and have taken many such pictures without issue.

We did have a situation in the last year – not confirmed to be s.22 – where an individual was brought in by their family for a BCSC photo while confined to a hospital bed. It was an actual hospital bed, not a wheelchair. Unfortunately, we were unable to accommodate that photo because the hospital bed was too big to fit into the camera area.

If he needs a photo and would like to come in, let me know and I can have the manager of the DLO get someone to assist.

Hope that helps.
Doug

.....
Doug Cooper

Manager, Customer Relations

Public Affairs

ICBC building trust. driving confidence.

.....
direct: 604-982-6590 | cell: 604-999-8012

email: doug.cooper@icbc.com

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Wednesday, September 18, 2019 4:19 PM
To: Cooper, Doug <Doug.Cooper@icbc.com>
Subject: RE: [EXTERNAL] Does a driver's license applicant need to be able to stand up for his or her photo?

I agree that the whole thing is very odd. Thanks so much for checking into it.

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 18, 2019 4:17 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Re: [EXTERNAL] Does a driver's license applicant need to be able to stand up for his or her photo?

Sorry...just re-read that and it should have been "...they have *taken* many pictures of individuals in wheelchairs..."

.....

Doug Cooper

Manager, Customer Relations

Public Affairs and Driver Licensing

ICBC building trust. driving confidence.

.....

direct: [604-982-6590](tel:604-982-6590) | **cell:** [604-999-8012](tel:604-999-8012)

email: doug.cooper@icbc.com

On Sep 18, 2019, at 4:04 PM, Cooper, Doug <Doug.Cooper@icbc.com> wrote:

Thanks. Ok, I'll see what we can find out. "Spring" is pretty non-specific but the DOB and name should let us see any transactions.

I did hear back from the Manager at the N.Van Driver Licensing Office (DLO) and she said they have many pictures of individuals in wheelchairs. This incident didn't stand out for her but then with the "spring" time frame, that isn't surprising.

I wonder why they took so long to bring their concerns forward. IF something like this happens, usually we hear about it within hours.

I'll let you know what I find out.

Thanks

Doug

.....

Doug Cooper

Manager, Customer Relations

Public Affairs and Driver Licensing

ICBC building trust. driving confidence.

.....

direct: [604-982-6590](tel:604-982-6590) | **cell:** [604-999-8012](tel:604-999-8012)

email: doug.cooper@icbc.com

On Sep 18, 2019, at 4:01 PM, Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca> wrote:

Hi Doug,

Okay, here's what I got back:

When he went in: Spring 2019

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 18, 2019 2:42 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: [EXTERNAL] Does a driver's license applicant need to be able to stand up for his or her photo?

Hmmm...I don't know for sure but that sure seems odd to me. I'll reach out to the manager of the location. Would you happen to have a name, date of birth and when he was in?

.....
Doug Cooper

Manager, Customer Relations
Public Affairs & Driver Licensing
ICBC building trust. driving confidence.

.....
direct: 604-982-6590 | cell: 604-999-8012
email: doug.cooper@icbc.com

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Wednesday, September 18, 2019 2:37 PM
To: Cooper, Doug <Doug.Cooper@icbc.com>
Subject: [EXTERNAL] Does a driver's license applicant need to be able to stand up for his or her photo?

A 91-year-old man went in to renew his license. ICBC (at 15th and Lonsdale in Vancouver) told him they wouldn't take his photo because he had to be able to stand up. (He's in a wheelchair.)

Does this sound like protocol or should he try again?

Thank you so much,

Tabitha

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 12:52 PM
To: 'Cooper, Doug'
Subject: FW: Constituent Concern
Attachments: 2019-09-13- s.22 Consent Form.pdf; 2019-09-13 ICBC Reply G49128 - s.22
FINAL (002).pdf; 2019-09-13 ICBC Reply G49128 s.22 - FINAL (002).pdf

Hi Doug,

Based on our conversation last week about foundation documents, I assume the answer here is no, but I'm checking to do my due diligence.

Can you confirm?

Thank you so much,

Tabitha

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 23, 2019 11:50 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
MitziDean.ca | [Twitter](https://twitter.com/MitziDean) | [Facebook](https://www.facebook.com/MitziDean)

We acknowledge that the Esquimalt-Metchosin constituency is part of the Coast Salish Community and that we operate on the territory of the Lekwungen, Sc'ianew, and Kosapsum Nations.

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From: Dean.MLA, Mitzi
Sent: Friday, September 13, 2019 4:53 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent Concern

Hello Tabitha,

I hope this email finds you well.

Please find attached a consent form of our constituent.

Due to theft of their personal belongings, they have lost all forms of identification. I am also including 2 letters from ICBC (one addressed to the constituent and the other to the previous EA). The constituent is being assisted by the office of his MP in retrieving a proof of Canadian citizenship.

Is there no way we can help him in getting a temporary id (similar to when one loses their passport)?

Thanks for looking into this for us.

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
MitziDean.ca | [Twitter](https://twitter.com/MitziDean) | [Facebook](https://www.facebook.com/MitziDean)

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 12:53 PM
To: Bragg, Nicolas LASS:EX
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Call me!!

From: Bragg, Nicolas <Nicolas.Bragg@leg.bc.ca>
Sent: September 23, 2019 12:44 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Another update to give to Doug...

She is telling me that it is possible that myself and her son could do this: Park the chair just outside the camera, then we would carry him to the camera!! This is kind of crazy, but I would be willing to do it.

Thoughts.

Nicolas

From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]
Sent: September 23, 2019 10:46 AM
To: Bragg, Nicolas <Nicolas.Bragg@leg.bc.ca>
Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Hi Nic,

This, from Doug:

Just to get back to you on this, I asked DL about a mobile photo option and we don't have that capability. I'm told it is "near future" but no idea how near that future is. It's not now in any event.

I also explored options for other locations but that doesn't seem to be an option either. N. Van has double doors and a wide front area so if he can't get in through those then we don't have anything with better access and a camera station that can work.

If he can get in, there is still the camera station to contend with. All our camera stations have a stationary backdrop and while they are configured to accommodate wheelchairs, it sounds like his super-wheelchair is beyond standard.

Maybe a passport would be a better option for him?

What do you think?

Tabitha

From: Bernard, Tabitha AG:EX
Sent: September 19, 2019 4:08 PM

To: Bragg, Nicolas LASS:EX <Nicolas.Bragg@leg.bc.ca>

Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Hi Nic,

ICBC talked to the manager at that location, who checked the system, and with staff.

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What they can say is they do have procedures to take DL pictures for individuals in wheelchairs and have taken many such pictures without issue.

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If he still needs a photo and would like to go in, let me know and I'll let the manager know. He can get someone to assist.

I hope this helps!

Tabitha 😊

From: Bernard, Tabitha AG:EX

Sent: September 19, 2019 12:41 PM

To: Bragg, Nicolas LASS:EX <Nicolas.Bragg@leg.bc.ca>

Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Not yet, but I'll let you know!

From: Bragg, Nicolas <Nicolas.Bragg@leg.bc.ca>

Sent: September 19, 2019 12:29 PM

To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>

Subject: RE: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Hello Taitha,

I hope you are well! Please let me know if there is any follow up from Doug on this and I will communicate it to the North Van Constituent.

Super!

Nic

From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]

Sent: September 18, 2019 2:53 PM

To: Bragg, Nicolas <Nicolas.Bragg@leg.bc.ca>

Subject: Name, DOB, when the 91 year old gentleman was in? Do you have those?

Doug will reach out to the location manager, but those details would help...

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 12:55 PM
To: Dean.MLA, Mitzi LASS:EX
Subject: RE: Constituent Concern

Hi Nubwa! So sorry for the delay...

I just followed up on this one (stay tuned) but unfortunately, I'm pretty sure the answer will be that the federal level is best positioned to help.

We had almost an identical case two weeks ago, and the foundation documents are the sticking point.

Tabitha

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 23, 2019 11:50 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

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Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
MitziDean.ca | [Twitter](https://twitter.com/MitziDean) | [Facebook](https://facebook.com/MitziDean)

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From: Dean.MLA, Mitzi
Sent: Friday, September 13, 2019 4:53 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent Concern

Hello Tabitha,

I hope this email finds you well.

Please find attached a consent form of our constituent.

Due to theft of their personal belongings, they have lost all forms of identification. I am also including 2 letters from ICBC (one addressed to the constituent and the other to the previous EA). The constituent is being assisted by the office of his MP in retrieving a proof of Canadian citizenship.

Is there no way we can help him in getting a temporary id (similar to when one loses their passport)?

Thanks for looking into this for us.

Kind regards,

Nubwa Wathanafa

Pronouns: She/Her/Hers/Elle

Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin

250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 2:54 PM
To: Dean.MLA, Mitzi LASS:EX
Subject: RE: Constituent Concern

Hi again, Nubwa!

Do you know the status of the constituent's case with the Feds on their foundation document? ICBC sees the response they (ICBC) provided in April, but have implied, if the constituent began the process with the Feds then, that a near-6 month delay would be surprising.

Do you know when the constituent initiated things at the Federal level?

ICBC is checking again with DL to see if anything can be done for him. But as I said earlier, based on last week, I think we should plan for the answer to be no.

Tabitha 😊

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 23, 2019 11:50 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
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From: Dean.MLA, Mitzi
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To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent Concern

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Thanks for looking into this for us.

Kind regards,

Nubwa Wathanafa
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Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 2:56 PM
To: Anderson, Dulcy LASS:EX
Subject: RE: RicohScan

Hi Dulcy!

What's your direct line #?

Tabitha 😊

From: Anderson, Dulcy <Dulcy.Anderson@leg.bc.ca>
Sent: September 23, 2019 2:41 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: RicohScan

Tabitha,

I am still working on this case regarding s.22

s.22

s.22 to Rosalyn Chambers, who was sourced by Battered Women's Support Services, is LSS eligible, and is familiar with the context of her case. Attached please find correspondence with LSS.

David met with s.22 and told her we could help if she brought in her paperwork.

s.22 can get confirmation through Battered Women's Support Services of her story, s.22

s.22

s.22 It seems that there is an inflexible rule that LSS is citing about not being able to change more than once, and David thinks that this determination can change if we help.

Call me if you need more information. It is a complicated story.

Best,
Dulcy

Dulcy Anderson | Constituency Assistant | David Eby, MLA Vancouver-Point Grey
dulcy.anderson@leg.bc.ca |(she/her)|604-660-1297|2909 West Broadway, Vancouver, BC V6K2G6|davidbymla.ca

Stay in touch and get involved! Sign up for our [newsletter](#).



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From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: Monday, September 23, 2019 1:42 PM

To: Anderson, Dulcy <Dulcy.Anderson@leg.bc.ca>

Subject: RicohScan

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 3:38 PM
To: 'Jacqueline Wood'
Cc: Anderson, Dulcy LASS:EX
Subject: Follow up to my question re: switching lawyers...
Attachments: 20190923134226.pdf;s.22 .pdf

Hi Jaqueline,

Remember last week when I wrote to you to ask about the possibility of changing Legal Aid lawyers?

I have an update, and I'm wondering if you can help. For support documents, please see attached, but here is a bit of an overview:

s.22

Ideally, she'd like to be redirected to Rosalyn Chambers, who was sourced by Battered Women's Support Services, is LSS eligible, and is familiar with the context of s.22 case.s.22

s.22

s.22 can get confirmation through Battered Women's Support Services of her story --s.22

s.22 . It seems that there is an inflexible rule that LSS is citing about not being able to change lawyers more than once, and we are hoping we can help her navigate this, with your guidance.

If further clarification of the situation is helpful, my colleague Dulcy Anderson (in cc) can provide additional details (778-384-0174), as she is working most closely with s.22 in the constituency office.

We would really appreciate your feedback in terms of what can be done to help s.22 and how.

Thank you so much,

Tabitha

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 3:50 PM
To: Rendek, Judy LASS:EX
Subject: 2019 ICBC guide for MLAs
Attachments: ICBC - MLA guide.pdf

Hi Judy,

Attached, please find the 2019 ICBC MLA guide for distribution to your constituency offices.

Thank you so much,

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 3:55 PM
To: Nowakowski, Melissa LASS:EX
Subject: 2019 ICBC guide for MLAs
Attachments: ICBC - MLA guide.pdf

Hi Melissa,

Attached, please find the 2019 ICBC MLA guide for distribution to your constituency offices.

Thank you so much,

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Monday, September 23, 2019 4:02 PM
To: 'Jacqueline Wood'
Cc: Anderson, Dulcy LASS:EX
Subject: RE: Follow up to my question re: switching lawyers...

Thank you so much for this quick reply, Jacqueline! We'll look forward to hearing from you!

From: Jacqueline Wood <Jacqueline.Wood@lss.bc.ca>
Sent: September 23, 2019 3:58 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Cc: Anderson, Dulcy LASS:EX <Dulcy.Anderson@leg.bc.ca>
Subject: RE: Follow up to my question re: switching lawyers...

Hello Tabitha,
I will look into this and get back to you, or someone else may get back to you. The person I am thinking of is out of the office for a couple of days, however.
Jacqueline

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Monday, September 23, 2019 3:38 PM
To: Jacqueline Wood <Jacqueline.Wood@lss.bc.ca>
Cc: Anderson, Dulcy LASS:EX <Dulcy.Anderson@leg.bc.ca>
Subject: Follow up to my question re: switching lawyers...

Hi Jaqueline,

Remember last week when I wrote to you to ask about the possibility of changing Legal Aid lawyers?

I have an update, and I'm wondering if you can help. For support documents, please see attached, but here is a bit of an overview:

s.22

Ideally, she'd like to be redirected to Rosalyn Chambers, who was sourced by Battered Women's Support Services, is LSS eligible, and is familiar with the context of s.22 case.s.22
s.22

s.22 can get confirmation through Battered Women's Support Services of her story --s.22
s.22

It seems that there is an inflexible rule that LSS is citing about not being able to change lawyers more than once, and we are hoping we can help her navigate this, with your guidance.

If further clarification of the situation is helpful, my colleague Dulcy Anderson (in cc) can provide additional details (778-384-0174), as she is working most closely with s.22 in the constituency office.

We would really appreciate your feedback in terms of what can be done to help s.22 and how.

Thank you so much,

Tabitha

Tabitha Bernard

Executive Assistant to the Honourable David Eby, QC

Attorney General and Minister responsible for Liquor, Gaming, and ICBC

236-478-0541

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 10:09 AM
To: 'Cooper, Doug'
Subject: RE: [EXTERNAL] FW: Constituent Concern

This is really helpful, Doug. Thanks so much.

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 24, 2019 7:48 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Cc: XT:Cooper, Doug GCPE:IN <Doug.cooper@icbc.com>
Subject: RE: [EXTERNAL] FW: Constituent Concern

Hi Tabitha

As suspected, we don't issue temporary IDs. We do issue temp paper driver's licence but he doesn't have a valid DL and anyway that isn't a form of ID, it just allows a person to drive.

s.22 was in an office on September 13th, 2019 and they set him up for a BCID and BC Services Card, so he would have received a paper receipt with his PHN on it, but it's not considered a form of ID. The office did however provide him with a letter that we refer to as the Foundation Document Required (MV803) letter. Its intended purpose is to give customers something to support their applications for foundation ID when they don't have any photo ID.

Hope that helps.

Thanks
Doug

.....
Doug Cooper

Manager, Customer Relations
Public Affairs & Driver Licensing
IIBC building trust. driving confidence.

.....
direct: 604-982-6590 | cell: 604-999-8012
email: doug.cooper@icbc.com

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Monday, September 23, 2019 12:52 PM
To: Cooper, Doug <Doug.Cooper@icbc.com>
Subject: [EXTERNAL] FW: Constituent Concern

Hi Doug,

Based on our conversation last week about foundation documents, I assume the answer here is no, but I'm checking to do my due diligence.

Can you confirm?

Thank you so much,

Tabitha

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 23, 2019 11:50 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
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From: Dean.MLA, Mitzi
Sent: Friday, September 13, 2019 4:53 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent Concern

Hello Tabitha,

I hope this email finds you well.

Please find attached a consent form of our constituent.
Due to theft of their personal belongings, they have lost all forms of identification. I am also including 2 letters from ICBC (one addressed to the constituent and the other to the previous EA). The constituent is being assisted by the office of his MP in retrieving a proof of Canadian citizenship.

Is there no way we can help him in getting a temporary id (similar to when one loses their passport)?

Thanks for looking into this for us.

Kind regards,

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Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 10:29 AM
To: 'Cooper, Doug'
Subject: RE: [EXTERNAL] FW: Constituent Concern

Hi again Nubwa!

As suspected, ICBC doesn't issue temporary IDs. They do issue temp. paper driver's licences but in this case, the constituent doesn't have a valid DL -- and anyway that isn't a form of ID, it just allows a person to drive (the temporary paper, I mean).

s.22 did go into an ICBC office on September 13th, 2019 and they set him up for a BCID and BC Services Card, so he would have received a paper receipt with his PHN on it, but it's not considered a form of ID. The office did however provide him with a letter that they refer to as the Foundation Document Required (MV803) letter. Its intended purpose is to give customers something to support their applications for foundation ID when they don't have any photo ID.

I know this wasn't the response you were hoping for but I hope it helps a bit!

Tabitha

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 23, 2019 11:50 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
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[Contact Us](#)*

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 10:59 AM
To: Landry, Matt LASS:EX
Subject: FW: [EXTERNAL] FW: ICBC Petition
Attachments: LTTE responding to CTF (long).docx; LTTE responding to CFIB.docx

Hi Matt,

Let me know if this:

Comparing auto insurance between provinces is difficult because each province has a different insurance system. For example, maximum coverage for accident benefits in Alberta is \$50,000 while British Columbia's accident benefits coverage have been increased to \$300,000. In Alberta, you can get up to \$400 per week for wage loss while in BC you can get almost double that at \$740 per week, for crashes after April 1, 2019. Death Benefits in Alberta start at \$10,000; while they are three times as much in BC at \$30,000.

While comparison is difficult, public insurers in Manitoba and Saskatchewan have undertaken comparisons as part of their annual rate applications to regulators in those provinces.

Saskatchewan found that for the one-year period between July 2016 to June 2017, BC auto insurance rates for major centres were between \$600-\$1000 cheaper than Alberta and Ontario respectively (comparing Vancouver to Calgary and Toronto). BC rates were \$100-200 cheaper in rural communities (comparing Merritt to Drumheller and Parry Sound). BC rates were \$1,000 cheaper in northern communities (comparing Fort St. John to Grande Prairie and Kapuskasing). Across every measured category, they found BC cheaper than Ontario or Alberta.

Manitoba found that for fiscal year 2018, a 35-year-old couple with 15 years claims free would pay \$150-300 less in BC than Alberta or Ontario. A 40-year-old couple with a 16-year-old child and 15 years claims free would pay \$2,000-\$2,500 less than Alberta or Ontario. A 21-year-old driver with five years' experience claims free would pay \$3,000 to \$4,000 less than the average in Alberta or Ontario. Across every measured category, Manitoba also found BC auto insurance to be cheaper than Ontario or Alberta.

At this time, we do not have plans to privatize ICBC. ICBC provides Basic compulsory auto insurance coverage to all motorists in the province and handles vehicle licensing, enabling ICBC to ensure each vehicle has at least the minimum insurance before it is licensed for on-road use. It is also important to note, only the minimum Third Party Liability coverage is mandatory from ICBC. Optional insurance coverages can be purchased from private insurers.

It is important to know the pressures ICBC is experiencing with increased claims and increased costs are not unique to British Columbia and insurers in other jurisdictions are facing the same issues. Privatization of auto insurance will not change these pressures.

And the letters attached, are helpful. I would suggest looking at the CFIB letter attached, as it references the recent changes. Don't use them exactly as they are, adapt them for your purposes. Does this help?

Tabitha

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Monday, September 23, 2019 10:29 AM
To: Tupper, Chris <Chris.Tupper@icbc.com>
Subject: [EXTERNAL] FW: ICBC Petition

Hi Chris,

Can I ask you for our latest messaging re: below?

Thank you so much,

Tabitha

From: Landry, Matt <Matt.Landry@leg.bc.ca>
Sent: September 23, 2019 10:11 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: ICBC Petition

Hi Tabitha,

Whoops!! Here you go.

Matt

Dear Ronna-Rae Leonard,

I am writing to you on behalf of my ten year old son who had to do a school research project on a company of their choice. My son loves cars and has been taking on odd jobs in the summer for years now to save up for a car when he is old enough to buy one. He decided to do research on ICBC because he knows that owning a car also means paying for insurance.

s.22 would like you to know that according to his research, ICBC charges British Columbians hundreds of dollars more than anywhere else in Canada and that drivers don't have any other choice but to pay the rates because there is no competition. s.22 also said that ICBC has lost three billion dollars over the past three years and he would like to know if that money is coming out of the funds that are supposed to go towards his education.

Finally, s.22 hopes that by the time he is ready to buy his own car, he will have more options than just ICBC for insurance because that way he will be able to afford it sooner.

Thank you very much for your time,

Dear Ronna-Rae Leonard,

Weekends are family time at our house and when we get together we talk about absolutely everything and anything and that's what we love about our family time, that it gets really interesting and thoughtful. s.22 was really on fire this past weekend because she was telling joke after joke about living in British Columbia compared to Ontario, because she had lived out there for a few years, and we were all in tears with her jokes about all the differences but then she started going on about all the thing she did with her extra money from saving on her car insurance when she lived over there. And it was a hoot and a half but then after we asked her if it was really HUNDREDS of dollars that she saved when

she was over there and she said that she was as serious as an oncologist delivering bad news and that ICBC was just ripping us off big time.

This just isn't ok and it didn't make sense to anyone at the table why we shouldn't be getting any of the choices and good deals they're getting over in Ontario for no good reason any of us could think of.

So we're turning to you because we think you do a great job representing us and we think this just has to be something you deal with so we can get the better prices too.

Thanks so much for listening,

Dear Ronna-Rae Leonard,

s.22 was telling me the other day that car insurance prices in British Columbia have really gotten out of control what with the ICBC controlling it all and demanding whatever prices they want. He said that a company that loses a billion dollars a year shouldn't be allowed to take money from good, law abiding citizens who just want to go about their lives and save a few bucks.

Now s.22 when it comes to anything to do with cars he really knows his stuff and I think what he says sure sounds right to me.

What can you tell a hard working Canadian who is paying ICBC high premiums every month? How can you help us out?

From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]

Sent: Monday, September 23, 2019 10:07 AM

To: Landry, Matt <Matt.Landry@leg.bc.ca>

Subject: RE: ICBC Petition

Hi Matt!

No attachment 😊

Tabitha

From: Landry, Matt <Matt.Landry@leg.bc.ca>

Sent: September 23, 2019 9:39 AM

To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>

Subject: ICBC Petition

Hi Tabitha,

We have an ICBC petition going around, I've included a couple below. Do you have any updated messaging on this issue?

Thanks,

Matt Landry | Constituency Assistant to
Ronna-Rae Leonard MLA for Courtenay-Comox
Matt.Landry@leg.bc.ca | 437 5th St, Courtenay BC
Ph: 250-703-2410

Office Hours: Monday to Thursday, 10 am to 12:00 pm, and 1:00 pm to 4 pm, Fridays by appointment
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[Contact Us](#)

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 11:01 AM
To: Leonard.MLA, Ronna-Rae LASS:EX
Subject: RE: Messaging Request: 900M Sexual Misconduct Settlement from the Federal Government

Hi Matt,

Want to call me about this one?

236-478-0541

Tabitha 😊

From: Leonard.MLA, Ronna-Rae <Ronna-Rae.Leonard.MLA@leg.bc.ca>
Sent: September 24, 2019 9:35 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Messaging Request: 900M Sexual Misconduct Settlement from the Federal Government

Hi Tabitha,

I have a constituent who is requesting a meeting with Ronna-Rae about the 900M Settlement that the federal government has proposed with regards to Sexual Misconduct in the Military. They state that the BC government has not consented to the lawsuit, which I presume is based off this article: <https://www.cbc.ca/news/politics/sexual-assault-canadian-forces-900-million-settlement-1.5291978>

Can we please have messaging on this issue?

Thanks,

Matt Landry | Constituency Assistant to
Ronna-Rae Leonard MLA for Courtenay-Comox
Matt.Landry@leg.bc.ca | 437 5th St, Courtenay BC
Ph: 250-703-2410
Office Hours: Monday to Thursday, 10 am to 12:00 pm, and 1:00 pm to 4 pm, Fridays by appointment
<http://ronnaraeleonard.ca/>



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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 11:16 AM
To: XT:Tupper, Chris GCPE:IN
Subject: RE: [EXTERNAL] FW: ICBC Petition

Hi Chris,

Are you able to send me the actual studies from Manitoba and Saskatchewan?

Thank you so much,

Tabitha

From: Tupper, Chris <Chris.Tupper@icbc.com>
Sent: September 23, 2019 4:15 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: [EXTERNAL] FW: ICBC Petition

Hi Tabitha – Hopefully the messages below are helpful. I've also attached a couple letters to the editor from our CEO which also respond to this topic. I'm assuming these are coming in via the IBC website?

Comparing auto insurance between provinces is difficult because each province has a different insurance system. For example, maximum coverage for accident benefits in Alberta is \$50,000 while British Columbia's accident benefits coverage have been increased to \$300,000. In Alberta, you can get up to \$400 per week for wage loss while in BC you can get almost double that at \$740 per week, for crashes after April 1, 2019. Death Benefits in Alberta start at \$10,000; while they are three times as much in BC at \$30,000.

While comparison is difficult, public insurers in Manitoba and Saskatchewan have undertaken comparisons as part of their annual rate applications to regulators in those provinces.

Saskatchewan found that for the one-year period between July 2016 to June 2017, BC auto insurance rates for major centres were between \$600-\$1000 cheaper than Alberta and Ontario respectively (comparing Vancouver to Calgary and Toronto). BC rates were \$100-200 cheaper in rural communities (comparing Merritt to Drumheller and Parry Sound). BC rates were \$1,000 cheaper in northern communities (comparing Fort St. John to Grande Prairie and Kapuskasing). Across every measured category, they found BC cheaper than Ontario or Alberta.

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At this time, we do not have plans to privatize ICBC. ICBC provides Basic compulsory auto insurance coverage to all motorists in the province and handles vehicle licensing, enabling ICBC to ensure each

vehicle has at least the minimum insurance before it is licensed for on-road use. It is also important to note, only the minimum Third Party Liability coverage is mandatory from ICBC. Optional insurance coverages can be purchased from private insurers.

It is important to know the pressures ICBC is experiencing with increased claims and increased costs are not unique to British Columbia and insurers in other jurisdictions are facing the same issues. Privatization of auto insurance will not change these pressures.

Best,
Chris

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Monday, September 23, 2019 10:29 AM
To: Tupper, Chris <Chris.Tupper@icbc.com>
Subject: [EXTERNAL] FW: ICBC Petition

Hi Chris,

Can I ask you for our latest messaging re: below?

Thank you so much,

Tabitha

From: Landry, Matt <Matt.Landry@leg.bc.ca>
Sent: September 23, 2019 10:11 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: ICBC Petition

Hi Tabitha,

Whoops!! Here you go.

Matt

Dear Ronna-Rae Leonard,

I am writing to you on behalf of my ten year old son who had to do a school research project on a company of their choice. My son loves cars and has been taking on odd jobs in the summer for years now to save up for a car when he is old enough to buy one. He decided to do research on ICBC because he knows that owning a car also means paying for insurance.

s.22 would like you to know that according to his research, ICBC charges British Columbians hundreds of dollars more than anywhere else in Canada and that drivers don't have any other choice but to pay the rates because there is no competition.s.22 also said that ICBC has lost three billion dollars over the past three years and he would like to know if that money is coming out of the funds that are supposed to go towards his education.

Finally, s.22 hopes that by the time he is ready to buy his own car, he will have more options than just ICBC for insurance because that way he will be able to afford it sooner.

Thank you very much for your time,

Dear Ronna-Rae Leonard,

Weekends are family time at our house and when we get together we talk about absolutely everything and anything and that's what we love about our family time, that it gets really interesting and thoughtful. s.22 was really on fire this past weekend because she was telling joke after joke about living in British Columbia compared to Ontario, because she had lived out there for a few years, and we were all in tears with her jokes about all the differences but then she started going on about all the thing she did with her extra money from saving on her car insurance when she lived over there. And it was a hoot and a half but then after we asked her if it was really HUNDREDS of dollars that she saved when she was over there and she said that she was as serious as an oncologist delivering bad news and that ICBC was just ripping us off big time.

This just isn't ok and it didn't make sense to anyone at the table why we shouldn't be getting any of the choices and good deals they're getting over in Ontario for no good reason any of us could think of.

So we're turning to you because we think you do a great job representing us and we think this just has to be something you deal with so we can get the better prices too.

Thanks so much for listening,

Dear Ronna-Rae Leonard,

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Now s.22 when it comes to anything to do with cars he really knows his stuff and I think what he says sure sounds right to me.

What can you tell a hard working Canadian who is paying ICBC high premiums every month? How can you help us out?

From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]

Sent: Monday, September 23, 2019 10:07 AM

To: Landry, Matt <Matt.Landry@leg.bc.ca>

Subject: RE: ICBC Petition

Hi Matt!

No attachment 😊

Tabitha

From: Landry, Matt <Matt.Landry@leg.bc.ca>

Sent: September 23, 2019 9:39 AM

To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>

Subject: ICBC Petition

Hi Tabitha,

We have an ICBC petition going around, I've included a couple below. Do you have any updated messaging on this issue?

Thanks,

Matt Landry | Constituency Assistant to

Ronna-Rae Leonard MLA for Courtenay-Comox
Matt.Landry@leg.bc.ca | 437 5th St, Courtenay BC
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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 11:58 AM
To: Landry, Matt LASS:EX
Subject: FW: [EXTERNAL] FW: ICBC Petition

Is this helpful?!

From: Tupper, Chris <Chris.Tupper@icbc.com>
Sent: September 24, 2019 11:22 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: [EXTERNAL] FW: ICBC Petition

Hi Tabitha;

SGL gets us to quote annually on 34 different risk profiles in 3 different BC cities. The average of the quotes for each city are then published by the Crown Investments Corporation (CIC) of SK in their Utility Cost Comparison along with those from other provinces. Here is a link about where to find these reports going back to 2011.

http://www.cicorp.sk.ca/quick_links/interprovincial_rate_comparison

Saskatchewan also uses a comparison of various household expenses in the government budget. Part of that comparison is a vehicle insurance premium for Vancouver that is supposed to be determined on the same basis as the CIC number except it doesn't exactly match any of the CIC numbers so I'm not what the difference is. The link to SK budget documents is here and the comparisons are in the "Intercity Comparison of Taxes and Utilities" section.

<http://www.publications.gov.sk.ca/deplist.cfm?d=15&c=237>

MPI's June 2018 filing below. This is from page 201 from the filing package, a humongous file by the way. https://apps.mpi.mb.ca/Rate-Application/2019/GRA/2019_GRA.pdf

Figure BMK- 3: Canada Rates Map

Copyright

Best,
Chris

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Tuesday, September 24, 2019 11:16 AM
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Hi Matt!

No attachment 😊

Tabitha

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 12:11 PM
To: Smith, Jessica C AG:EX; Pinette, Celia AG:EX
Subject: FW: Query on AG Land Acknowledgement Policy

From: Newport, Theresa AG:EX
Sent: September 24, 2019 11:30 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Query on AG Land Acknowledgement Policy

Good morning Tabitha,

I apologise in advance as I doubt you are the correct person to be contacting about this – I have not had much luck tracking down information or contacts on this issue.

I'm looking for some information on if the BC Government and AG in particular have a policy on including First Nations land acknowledgements, and I have so far been unable to find anything.

One of our Alternate Chairs at the BC Review Board has asked if this should be something we incorporate into our hearings, so I am looking for any guidelines or best practices that may exist in relation to including these at legal proceedings.

My current understanding is that the Provincial Courts do not use it, but some other Boards and Tribunals have incorporated it.

We would like to make sure we are in line with policy on if we include it in our hearings or not, and if so, that we have a standard and appropriate way of doing so.

Are you able to provide any guidance, or point me in the direction of someone who can?

Thanks very much,

Theresa Newport
A/ Executive Coordinator
British Columbia Review Board
Phone: 604 660 8789 / Direct: 778 609 2178
Fax: 604 660 8809

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 12:26 PM
To: Pinette, Celia AG:EX
Cc: Smith, Jessica C AG:EX
Subject: RE: Query on AG Land Acknowledgement Policy

Thank you so much!

From: Pinette, Celia AG:EX
Sent: September 24, 2019 12:21 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Cc: Smith, Jessica C AG:EX <Jessica.C.Smith@gov.bc.ca>
Subject: Re: Query on AG Land Acknowledgement Policy

Thanks, Tabitha. I can follow up with you as I have some info.

Sent from my iPhone

On Sep 24, 2019, at 12:11 PM, Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca> wrote:

From: Newport, Theresa AG:EX
Sent: September 24, 2019 11:30 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Query on AG Land Acknowledgement Policy

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 12:52 PM
To: 'Cooper, Doug'
Subject: FW: s.22
Attachments: COA s.22 .pdf; supporting documents s.22 .pdf

Hi Doug!

Can you advise on this one?

s.22

Tabitha 😊

From: Leach, Kristina <Kristina.Leach@leg.bc.ca>
Sent: September 24, 2019 12:47 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: s.22

Good morning Tabitha,

Thanks for speaking with me earlier. Attached to this email are the COA and supporting documents for s.22

s.22 reached out to the office to address an ongoing issue he's had with cancelling ICBC after his license plates (# s.22 were stolen about 17 months ago. The details he's relayed to me are the same as in the letter he has provided as part of the supporting documentation.

An ideal outcome for s.22 would be to have the ICBC charges reversed dating from when the Abbotsford police notified him in March 2018 that the plates were on a car in their impound lot. He is addressing this now because he is striving to return to work and needs to renew his driver's license to do so, but may not be able to do that if he can't clear this up.

Let me know if there is anything else I can provide.

Kind regards,
Kristina

Kristina Leach | Constituency Assistant to Hon. Carole James, MLA | Victoria-Beacon Hill
[Like Carole on Facebook](#) | www.carolejamesmla.ca | [Follow Carole on Twitter](#)
P: (250) 952-4211 | kristina.leach@leg.bc.ca | F: (250) 952-4586 | 1084 Fort Street, Victoria, BC, V8V 3K4
Victoria-Beacon Hill Community Office hours: Monday-Thursday, 10am-12:30pm/1:30-4pm

The Victoria-Beacon Hill Community Office respectfully recognizes that we reside on the territory of the Lekwungen people, now known as the Esquimalt and Songhees First Nations.

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 1:03 PM
To: 'Cooper, Doug'
Subject: RE: [EXTERNAL] FW: s.22

Thank you!!

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 24, 2019 1:00 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: [EXTERNAL] FW: s.22

Hi – sounds like he's been through my area already. I'll touch base with the Advisor and see what the scoop is.

thanks

.....
Doug Cooper

Manager, Customer Relations
Public Affairs & Driver Licensing
ICBC building trust. driving confidence.

.....
direct: 604-982-6590 | cell: 604-999-8012
email: doug.cooper@icbc.com

From: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Sent: Tuesday, September 24, 2019 12:52 PM
To: Cooper, Doug <Doug.Cooper@icbc.com>
Subject: [EXTERNAL] FW:s.22

Hi Doug!

Can you advise on this one?

s.22

Tabitha 😊

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Insurance Corporation of British Columbia / 151 W. Esplanade / North Vancouver / V7M 3H9
[Contact Us](#)

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 3:09 PM
To: Pearson, Barbera AG:EX
Subject: FW:

Hi Barb,

Is it possible to get some information re: below?

Thank you so much,

Tabitha

From: Meehan, Patrick PSSG:EX
Sent: September 19, 2019 12:05 PM
To: Thompson, Angella N PSSG:EX <Angella.Thompson@gov.bc.ca>
Subject:

Hi Angella,

Can we get MLA bullets for MLA Mungall's constituency office about unlicensed cannabis retail enforcement? They have a shop called the Compassion Club that is not pursuing a license and has been given a warning for operating without a license. They're looking for bullets to respond to constituent concerns about licensed vs unlicensed shops.

Could we include how many shops are licensed in Nelson, and how many are undergoing the licensing process?

The CA, Laurie Langille, gave me a call about it

Thanks!

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 3:10 PM
To: Meehan, Patrick PSSG:EX
Subject: RE: SG Bullets CLIFF ID 558736

Thank you! Sent it to the Ministry for notes 😊.

From: Meehan, Patrick PSSG:EX
Sent: September 24, 2019 1:25 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: FW: SG Bullets CLIFF ID 558736

Hi Tabitha, can I pass this along to you? There's no rush here as I was able to send the CA some bullets from another case that worked for them.

From: Thompson, Angella N PSSG:EX
Sent: September 24, 2019 11:28 AM
To: Meehan, Patrick PSSG:EX <Patrick.Meehan@gov.bc.ca>
Subject: FW: SG Bullets CLIFF ID 558736

Hi Patrick, please redirect to MAG.

From: Birmingham, Lauren PSSG:EX
Sent: Monday, September 23, 2019 3:31 PM
To: Thompson, Angella N PSSG:EX <Angella.Thompson@gov.bc.ca>
Subject: FW: SG Bullets CLIFF ID 558736

Hi Angella,

Please see comment from Jess for redirecting.

Thanks,
Lauren

From: McLachlin, Jessica PSSG:EX
Sent: Monday, September 23, 2019 3:30 PM
To: Birmingham, Lauren PSSG:EX <Lauren.Birmingham@gov.bc.ca>
Subject: RE: SG Bullets CLIFF ID 558736

Yes, CSU re: enforcement – but LCRB will need to provide the licensing info.

Jessica McLachlin
Manager, Stakeholder Relations & Communications
Cannabis Legalization & Regulation Secretariat
Ministry of Public Safety & Solicitor General
Direct: 778 698-8168 **Cell:** 250 886-7738

From: Birmingham, Lauren PSSG:EX
Sent: Monday, September 23, 2019 3:23 PM
To: McLachlin, Jessica PSSG:EX
Subject: FW: SG Bullets CLIFF ID 558736

Hi Jess, should this be redirected to CSU?

From: Thompson Angella <Angella.Thompson@gov.bc.ca>
Sent: Thursday, September 19, 2019 12:39 PM
To: Birmingham, Lauren PSSG:EX <Lauren.Birmingham@gov.bc.ca>
Subject: SG Bullets CLIFF ID 558736

SG-Solicitor General **Referral Slip for ID:558736**

2019/09/19

<i>Log Type:</i> Email	<i>Action:</i> SG Bullets	<i>Due:</i> 2019/09/30
<i>Batch:</i>	<i>Subaction:</i>	

Type: MLA-Government
Michelle Mungall
Nelson-Creston

Written: 2019/09/19 *Resp Type:* s.15
Received: 2019/09/19 *Entered By:*
Due: 2019/09/30
Signed: *Sign By:*
Approved: *Approved By:*
Closed: *File No.:*

<i>Address To:</i>	Patrick Meehan	<i>Copy To:</i>
<i>Branch Rsp:</i>		<i>Issue:</i>
<i>X-Ref:</i>		<i>Drafter:</i>
<i>MLA:</i>		<i>Electoral Dist:</i>

Subject

Can we get MLA bullets for MLA Mungall's constituency office about unlicensed cannabis retail enforcement? They have a shop called the Compassion Club that is not pursuing a license and has been given a warning for operating without a license. They're looking for bullets to respond to constituent concerns about licensed vs unlicensed shops.

Could we include how many shops are licensed in Nelson, and how many are undergoing the licensing process?

Referral SG-Solicitor General -> SG-Solicitor General

<i>From:</i>	SG-Solicitor General	<i>Sent:</i>	2019/09/19	<i>Status:</i>	Pending	<i>Ref Action:</i>	SG Bullets
<i>To:</i>	SG-Solicitor General	<i>Received:</i>	2019/09/19	<i>Reason:</i>		<i>Subaction:</i>	
<i>Assign To:</i>		<i>Completed:</i>		<i>Due:</i>	2019/09/30 (Pending (7))	<i>File No.:</i>	

Referral SG-Solicitor General -> SG-Solicitor General -> Correspondence tracking

<i>From:</i>	SG-Solicitor General	<i>Sent:</i>	2019/09/19	<i>Status:</i>	Pending	<i>Ref Action:</i>	SG Bullets
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<i>To:</i>	Correspondence tracking	<i>Received:</i>	<i>Reason:</i>	<i>Subaction:</i>
<i>Assign To:</i>		<i>Completed:</i>	<i>Due:</i> 2019/09/30 (Active (7))	<i>File No.:</i>

Referral SG-Solicitor General -> SG-Solicitor General -> PSPB-CANNABIS SECRETARIAT				
<i>From:</i>	SG-Solicitor General	<i>Sent:</i>	2019/09/19	<i>Status:</i> Pending
				<i>Ref Action:</i> SG Bullets
<i>To:</i>	PSPB-CANNABIS SECRETARIAT	<i>Received:</i>	<i>Reason:</i>	<i>Subaction:</i>
<i>Assign To:</i>		<i>Completed:</i>	<i>Due:</i> 2019/09/30 (Active (7))	<i>File No.:</i>

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 4:09 PM
To: Minister, AG AG:EX
Subject: RE: Action Please - FW: Forwarded email from Constituent

Yes, please, Candice 😊. Thank you so much!

-----Original Message-----

From: Minister, AG AG:EX
Sent: September 24, 2019 3:15 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Action Please - FW: Forwarded email from Constituent

Hi Tabitha,

I can request an AG draft response to this Daylight Savings matter, if you would like.

Candice

-----Original Message-----

From: Beare.MLA, Lisa <Lisa.Beare.MLA@leg.bc.ca>
Sent: September 24, 2019 3:05 PM
To: Minister, AG AG:EX <AG.Minister@gov.bc.ca>
Subject: Forwarded email from Constituent

Good afternoon,

Please find below an email from one of our constituents concerning the Daylight savings time survey.

Kind regards,
Thyra

Thyra Gillese | Constituency Assistant | Lisa Beare, MLA Maple Ridge-Pitt Meadows
104-20130 Lougheed Highway, Maple Ridge, BC V2X 2P7
P: 604-465-9299 | F: 604-465-9294

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On 2019-09-12, 4:44 PM, ¹⁸22

wrote:

Good afternoon,

I neglected to mention that I am a constituent of Ms. Beare hence the reason I addressed my concerns to her.

Do I take it that you have forwarded my email to the AG's office?

Thanks,^{s.22}

-----Original Message-----

From: Beare.MLA, Lisa <Lisa.Beare.MLA@leg.bc.ca>

Sent: September 12, 2019 11:26 AM

To: ^{s.22}

Subject: Re: New submission from Contact Us

Good morning^{s.22}

Thank you for contacting us regarding the issue of daylight savings time and sharing your views.

Please be advised that the issue of daylight savings time actually falls under the purview of the Attorney General's office. I will happily forward your email to ensure your voice is heard. Should you wish to email them yourself, they can be reached at AG.Minister@gov.bc.ca<mailto:AG.Minister@gov.bc.ca>.

Kind regards,
Thyra

Thyra Gillese | Constituency Assistant | Lisa Beare, MLA Maple Ridge-Pitt Meadows
104-20130 Lougheed Highway, Maple Ridge, BC V2X 2P7
P: 604-465-9299 | F: 604-465-9294

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From: ^{s.22}
Date: Wednesday, September 11, 2019 at 10:00 AM
To: "Beare.MLA, Lisa" <Lisa.Beare.MLA@leg.bc.ca>
Subject: New submission from Contact Us

Name

^{s.22}

Email

^{s.22}

Subject

Daylight savings time

Message

Ms. Beare, I'm writing to express my concern regarding the issue of daylight savings time. I am a 6 day a week subscriber to the Vancouver Sun, I watch global news at 6 and cbc news at 11 and read the local paper Wednesdays and Fridays, I also listen to cbc radio one. The first time I heard of the "survey" was when I heard that it had closed, I did not get a chance to participate and do not know what the options were. I would like to state my opinion that we stay with the current system. Daylight savings in the summer offers long evenings for recreation, sport, cultural events (like theatre in the park) while allowing the work day to begin early. Standard time in the winter offers a balance of morning and afternoon daylight and ensures that children can walk to school in daylight. What about the people who are affected by Seasonally Affected Disorder? What about the increased work place hazards from beginning the work day in the dark? What about the potential increase in accidents during the morning commute in the dark during inclement winter weather? On another note, I find the 93% vote in favour to be somewhat suspect and wonder if it was possible for individuals or "bots" to vote multiple times. I am in favour of keeping the spring forward fall back method of annual time changes. There may be some physical benefit to having a single year round time but I believe that the negative aspects of dst during the fall and winter far outweigh them. Thanks for your time.s.22

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 4:10 PM
To: Pearson, Barbera AG:EX
Subject: RE:

Hi Barb,

I'd love to see them, too, please!

Tabitha

From: Pearson, Barbera AG:EX
Sent: September 24, 2019 3:48 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Cc: Pearson, Barbera AG:EX <Barbera.Pearson@gov.bc.ca>
Subject: RE:

Hi Tabitha – to clarify is the information you are requesting for your office or the MLA? The correspondence branch will reach out to LCRB to draft the MLA bullets – would you like me to request they share a copy of what is drafted with you or are you looking for a separate response?

Thanks,
Barb

Barbera Pearson
Manager, Business Operations
Ministry of Attorney General
Associate Deputy Minister's Office
Phone: 778-698-0402 / Cellular: 250-216-7983
<mailto:barbera.pearson@gov.bc.ca>

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 3:09 PM
To: Pearson, Barbera AG:EX <Barbera.Pearson@gov.bc.ca>
Subject: FW:

Hi Barb,

Is it possible to get some information re: below?

Thank you so much,

Tabitha

From: Meehan, Patrick PSSG:EX
Sent: September 19, 2019 12:05 PM

To: Thompson, Angella N PSSG:EX <Angella.Thompson@gov.bc.ca>

Subject:

Hi Angella,

Can we get MLA bullets for MLA Mungall's constituency office about unlicensed cannabis retail enforcement? They have a shop called the Compassion Club that is not pursuing a license and has been given a warning for operating without a license. They're looking for bullets to respond to constituent concerns about licensed vs unlicensed shops.

Could we include how many shops are licensed in Nelson, and how many are undergoing the licensing process?

The CA, Laurie Langille, gave me a call about it

Thanks!

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 4:13 PM
To: Pearson, Barbera AG:EX
Subject: RE:

A copy is great. Thank you (sorry I wasn't clear!)

From: Pearson, Barbera AG:EX
Sent: September 24, 2019 4:11 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE:

So, you are looking for a separate response to this request along with a copy of what is drafted for the MLA.

Barbera Pearson
Manager, Business Operations
Ministry of Attorney General
Associate Deputy Minister's Office
Phone: 778-698-0402 / Cellular: 250-216-7983
<mailto:barbera.pearson@gov.bc.ca>

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 4:10 PM
To: Pearson, Barbera AG:EX <Barbera.Pearson@gov.bc.ca>
Subject: RE:

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Tabitha

From: Pearson, Barbera AG:EX
Sent: September 24, 2019 3:48 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Cc: Pearson, Barbera AG:EX <Barbera.Pearson@gov.bc.ca>
Subject: RE:

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Sent: Tuesday, September 24, 2019 3:09 PM
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Thank you so much,

Tabitha

From: Meehan, Patrick PSSG:EX
Sent: September 19, 2019 12:05 PM
To: Thompson, Angella N PSSG:EX <Angella.Thompson@gov.bc.ca>
Subject:

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Could we include how many shops are licensed in Nelson, and how many are undergoing the licensing process?

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Thanks!

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 4:15 PM
To: 'Cooper, Doug'
Subject: FW: Constituent Concern

WHOA! ICBC has a facial recognition machine?! Is that right?

Doug, I completely understand what you've been telling me to date.

You see the reply below, though. Is there an explanation for why a facial recognition machine would exist for cases other than one like this?

I'm still blown away by that technology. Is it the retina scanning technology you have?

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 24, 2019 4:13 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: Constituent Concern

Hello Tabitha,

Yes, the federal government does not recognize his abroad birth certificate. His MP, Randall Garrison has written to Immigration Refugees and Citizenship Canada on his behalf. The constituent was born under a different name and later on had a legal name change. The constituent has exhausted every aspect in trying to obtain any necessary document needed for his citizenship application.

From my understanding, the ICBC facial recognition machine recognized the constituent's face so why is ICBC still needing a primary id? Why can't ICBC issue an id out of goodwill (is this possible)?

Many thanks for looking into this on our behalf.

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
MitziDean.ca | [Twitter](https://twitter.com/MitziDean) | [Facebook](https://www.facebook.com/MitziDean)

We acknowledge that the Esquimalt-Metchosin constituency is part of the Coast Salish Community and that we operate on the territory of the Lekwungen, Sc'ianew, and Kosapsum Nations.

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From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]

Sent: Monday, September 23, 2019 2:54 PM

To: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>

Subject: RE: Constituent Concern

Hi again, Nubwa!

Do you know the status of the constituent's case with the Feds on their foundation document? ICBC sees the response they (ICBC) provided in April, but have implied, if the constituent began the process with the Feds then, that a near-6 month delay would be surprising.

Do you know when the constituent initiated things at the Federal level?

ICBC is checking again with DL to see if anything can be done for him. But as I said earlier, based on last week, I think we should plan for the answer to be no.

Tabitha 😊

Tabitha Bernard

Executive Assistant to the Honourable David Eby, QC

Attorney General and Minister responsible for Liquor, Gaming, and ICBC

236-478-0541

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>

Sent: September 23, 2019 11:50 AM

To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>

Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa

Pronouns: She/Her/Hers/Elle

Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin

250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |

MitziDean.ca | [Twitter](#) | [Facebook](#)

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From: Dean.MLA, Mitzi
Sent: Friday, September 13, 2019 4:53 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent Concern

Hello Tabitha,

I hope this email finds you well.

Please find attached a consent form of our constituent.

Due to theft of their personal belongings, they have lost all forms of identification. I am also including 2 letters from ICBC (one addressed to the constituent and the other to the previous EA). The constituent is being assisted by the office of his MP in retrieving a proof of Canadian citizenship.

Is there no way we can help him in getting a temporary id (similar to when one loses their passport)?

Thanks for looking into this for us.

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
MitziDean.ca | [Twitter](https://twitter.com/MitziDean) | [Facebook](https://facebook.com/MitziDean)

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Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Tuesday, September 24, 2019 4:16 PM
To: 'Cooper, Doug'
Subject: FW: primary ID for purpose of obtaining BC ID

And then more info from this one to see if we can do anything for her..

-----Original Message-----

From: Gerald M. Green <geraldgreen@shaw.ca>
Sent: September 24, 2019 3:54 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: primary ID for purpose of obtaining BC ID

Ms. Bernard:

Thank you for your continuing attention to this matter.

My client's full name as it appears on her passport (issued by her country of birth, Trinidad and Tobago) and on her permanent resident status (in Canada) is s.22 She was born in s.22

s.22 Trinidad and Tobago. Her Canadian Social Insurance Number is s.22 She became a permanent resident of Canada s.22 She has

something called a UCI number (issued by Citizenship and Immigration Canada on the date of her arrival in Canada).

That number is s.22 She has never had a Permanent Resident Card, although, as recently as November 13, 2014, she was issued a Status Verification by Citizenship and Immigration Canada confirming her status as a lawful permanent resident of Canada. I can send you that Status Verification if it would assist you to have it.

My client's instructions are to see how you do when you "circle back" to ICBC with the above information in hand before she (or I on her behalf) "circles back" to Citizenship and Immigration Canada if you are willing to do that.

As alluded to in my previous message to you dated September 4, 2019, my client is willing and able to provide you and/or ICBC with any Affidavit or Statutory Declaration it might require in aid of her effort to obtain a BC ID card.

Gerald M. Green

-----Original Message-----

From: Bernard, Tabitha AG:EX [mailto:Tabitha.Bernard@gov.bc.ca]
Sent: Wednesday, September 18, 2019 1:22 PM
To: 'Gerald M. Green'
Subject: RE: primary ID for purpose of obtaining BC ID

Hi Gerald,

Can you give me the particulars of who she is: name, date of birth etc. I'm not optimistic anything can be done via ICBC, which I'll explain momentarily, but at least with this info I could make one more attempt.

The key here is the Immigration docs. ICBC requires Immigration to provide the docs first because Immigration has the client's primary identification from her place of origin, and can therefore verify her identity. ICBC relies on foundation docs from other sources - birth certificate, PR card, etc.

I will definitely circle back with her name and birthdate (once you provide me with them) to see if anything else can be done, but I think you may want to circle back with Immigration to discuss the exceptional nature of her situation, and what ICBC indicates in terms of relying on foundation documents from other sources.

Sincerely,

Tabitha

-----Original Message-----

From: Gerald M. Green <geraldgreen@shaw.ca>
Sent: September 18, 2019 11:17 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: primary ID for purpose of obtaining BC ID

Ms. Bernard:

My client called me today to ask whether I had heard anything from you since September 5. I told her that I hadn't, and I'm sending this message to ask you whether you are making any progress in this matter. Thanks.

Gerald M. Green

-----Original Message-----

From: Bernard, Tabitha AG:EX [mailto:Tabitha.Bernard@gov.bc.ca]
Sent: Thursday, September 5, 2019 8:15 AM
To: Gerald M. Green
Subject: Re: primary ID for purpose of obtaining BC ID

Hi Gerald,

I'm looking into this and will get back to you!

Tabitha

Sent from my iPhone

On Sep 4, 2019, at 4:22 PM, Gerald M. Green <geraldgreen@shaw.ca<mailto:geraldgreen@shaw.ca>> wrote:

Ms. Bernard:

I am a lawyer (a member in good standing of the Law Society of British Columbia) in private practice in Surrey, B. C. I have a client who was born in Trinidad and Tobago and is a lawful permanent resident of Canada (and has been a lawful permanent resident of Canada since 1974). My client does not have a driver's licence or any of the other forms of primary i.d. listed on the ICBC website under "Accepted primary ID." Furthermore when she has attempted to obtain a PR Card confirming her status as a lawful permanent resident of Canada (that card would be one of the forms of "Accepted primary ID") she has been told by Citizenship and Immigration Canada that, unless she can produce a BC ID card, she will not be issued a PR Card by Citizenship and Immigration Canada.

This state of affairs poses a difficult problem for my client in that, among other things, it prevents her from obtaining a Canadian passport and even from travelling within Canada by air, train or bus, because she does not have primary ID to produce in order to board a conveyance such as an airplane, train or bus.

My client has asked me whether there is any form of Affidavit or Statutory Declaration that she could use (and that would be accepted) in lieu of the listed forms of "Accepted primary ID" for purposes of obtaining BC ID.

It seems to me that justice demands that there be a way out of this impasse for my client, and I would appreciate any help or direction that you (or anyone else in the Government of British Columbia to whom you might refer me) might be able to provide.

Thank you for your attention to this matter.

Yours truly,

Page 78 of 93 to/à Page 80 of 93

Withheld pursuant to/removed as

s.22

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Wednesday, September 25, 2019 10:39 AM
To: 'Cooper, Doug'
Subject: RE: [EXTERNAL] FW: Constituent Concern

I actually appreciated getting it again here because I didn't have to go digging!

From: Cooper, Doug <Doug.Cooper@icbc.com>
Sent: September 24, 2019 5:11 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Re: [EXTERNAL] FW: Constituent Concern

Sorry...i just realized i sent you all the "de facto" ID explanations before... :) The new info is on facial rec and that we don't use it for ID proofing or verification.

Thx
Doug

On Sep 24, 2019, at 5:06 PM, Cooper, Doug <Doug.Cooper@icbc.com> wrote:

Hi Tabitha,

Yes, we have facial recognition technology and have since about 2010-ish. It's primary use is for detecting impersonations by making sure the face in the most recent picture is not a duplicate of any ID already in the system. It isn't a retina scan. By my understanding it is comparison of different measurement points in the face but I don't understand the technical parts well. What I do know it isn't appropriate for ID proofing or ID verification.

The information I initially received from DL is that he hasn't had a DL with us before. That would mean he isn't in the system and we wouldn't have something to compare to anyway. At this point he has a paper health card with his personal health number on it but I don't think we can do anymore.

The identity proofing standards are not meant to be an inconvenience. Identity proofing needs to be strict and uniformly applied because the DL has evolved beyond the mere licence to drive to become the de facto source of identification in society. It allows access to a range of benefits, from government assistance and programs, to credit and other services. It is taken as proof of residency in BC and authorization to be in Canada.

For those reasons, we need to be sure the person receiving the DL has the correct foundation documents that prove their identity. For persons born outside of Canada, those foundation documents have to come from the Federal government as they would be the only ones to be able to vet the information. ICBC cannot be the one to establish a person's government identification as we don't have the skills or knowledge to confirm information from other jurisdictions.

Hope that helps. I can get you more information on the identity proofing if needed.
Thanks
Doug

.....

Doug Cooper

Manager, Customer Relations

Public Affairs and Driver Licensing

ICBC building trust. driving confidence.

.....

direct: [604-982-6590](tel:604-982-6590) | **cell:** [604-999-8012](tel:604-999-8012)

email: doug.cooper@icbc.com

On Sep 24, 2019, at 4:15 PM, Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca> wrote:

WHOA! ICBC has a facial recognition machine?! Is that right?

Doug, I completely understand what you've been telling me to date.

You see the reply below, though. Is there an explanation for why a facial recognition machine would exist for cases other than one like this?

I'm still blown away by that technology. Is it the retina scanning technology you have?

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Subject: RE: Constituent Concern

Hello Tabitha,

Yes, the federal government does not recognize his abroad birth certificate. His MP, Randall Garrison has written to Immigration Refugees and Citizenship Canada on his behalf. The constituent was born under a different name and later on had a legal name change. The constituent has exhausted every aspect in trying to obtain any necessary document needed for his citizenship application.

From my understanding, the ICBC facial recognition machine recognized the constituent's face so why is ICBC still needing a primary id? Why can't ICBC issue an id out of goodwill (is this possible)?

Many thanks for looking into this on our behalf.

Kind regards,

Nubwa Wathanafa

Pronouns: She/Her/Hers/Elle

Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin

250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |

MitziDean.ca | [Twitter](#) | [Facebook](#)

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From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]

Sent: Monday, September 23, 2019 2:54 PM

To: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>

Subject: RE: Constituent Concern

Hi again, Nubwa!

Do you know the status of the constituent's case with the Feds on their foundation document? ICBC sees the response they (ICBC) provided in April, but have implied, if the constituent began the process with the Feds then, that a near-6 month delay would be surprising.

Do you know when the constituent initiated things at the Federal level?

ICBC is checking again with DL to see if anything can be done for him. But as I said earlier, based on last week, I think we should plan for the answer to be no.

Tabitha 😊

Tabitha Bernard

Executive Assistant to the Honourable David Eby, QC

Attorney General and Minister responsible for Liquor, Gaming, and ICBC

236-478-0541

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>

Sent: September 23, 2019 11:50 AM

To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>

Subject: FW: Constituent Concern

Good Morning Tabitha,

How are you doing on this rainy day?

Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa

Pronouns: She/Her/Hers/Elle

Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin

250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |

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From: Dean.MLA, Mitzi
Sent: Friday, September 13, 2019 4:53 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent Concern

Hello Tabitha,

I hope this email finds you well.

Please find attached a consent form of our constituent.

Due to theft of their personal belongings, they have lost all forms of identification. I am also including 2 letters from ICBC (one addressed to the constituent and the other to the previous EA). The constituent is being assisted by the office of his MP in retrieving a proof of Canadian citizenship.

Is there no way we can help him in getting a temporary id (similar to when one loses their passport)?

Thanks for looking into this for us.

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
250-952-5885 | #104-1497 Admirals Road, View Royal, BC V9A 2P8 |
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Insurance Corporation of British Columbia / 151 W. Esplanade / North Vancouver / V7M 3H9
[Contact Us](#)

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Wednesday, September 25, 2019 11:08 AM
To: 'Gerald M. Green'
Subject: RE: primary ID for purpose of obtaining BC ID

Hi Mr. Green,

Looking into it one more time. I'm not optimistic, but I'm checking...

I will let you know,

Tabitha

-----Original Message-----

From: Gerald M. Green <geraldgreen@shaw.ca>
Sent: September 24, 2019 3:54 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: primary ID for purpose of obtaining BC ID

Ms. Bernard:

Thank you for your continuing attention to this matter.

My client's full name as it appears on her passport (issued by her country of birth, Trinidad and Tobago) and on her permanent resident status (in Canada) is s.22 She was born ins.22

s.22 Trinidad and Tobago. Her Canadian Social Insurance Number is s.22 She became a permanent resident of Canada s.22 She has

something called a UCI number (issued by Citizenship and Immigration Canada on the date of her arrival in Canada).

That number is s.22 She has never had a Permanent Resident Card, although, as recently as November 13, 2014, she was issued a Status Verification by Citizenship and Immigration Canada confirming her status as a lawful permanent resident of Canada. I can send you that Status Verification if it would assist you to have it.

My client's instructions are to see how you do when you "circle back" to ICBC with the above information in hand before she (or I on her behalf) "circles back" to Citizenship and Immigration Canada if you are willing to do that.

As alluded to in my previous message to you dated September 4, 2019, my client is willing and able to provide you and/or ICBC with any Affidavit or Statutory Declaration it might require in aid of her effort to obtain a BC ID card.

Gerald M. Green

-----Original Message-----

From: Bernard, Tabitha AG:EX [mailto:Tabitha.Bernard@gov.bc.ca]
Sent: Wednesday, September 18, 2019 1:22 PM
To: 'Gerald M. Green'
Subject: RE: primary ID for purpose of obtaining BC ID

Hi Gerald,

Can you give me the particulars of who she is: name, date of birth etc. I'm not optimistic anything can be done via ICBC, which I'll explain momentarily, but at least with this info I could make one more attempt.

The key here is the Immigration docs. ICBC requires Immigration to provide the docs first because Immigration has the client's primary identification from her place of origin, and can therefore verify her identity. ICBC relies on foundation docs from other sources - birth certificate, PR card, etc.

I will definitely circle back with her name and birthdate (once you provide me with them) to see if anything else can be done, but I think you may want to circle back with Immigration to discuss the exceptional nature of her situation, and what ICBC indicates in terms of relying on foundation documents from other sources.

Sincerely,

Tabitha

-----Original Message-----

From: Gerald M. Green <geraldgreen@shaw.ca>
Sent: September 18, 2019 11:17 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: primary ID for purpose of obtaining BC ID

Ms. Bernard:

My client called me today to ask whether I had heard anything from you since September 5. I told her that I hadn't, and I'm sending this message to ask you whether you are making any progress in this matter. Thanks.

Gerald M. Green

-----Original Message-----

From: Bernard, Tabitha AG:EX [mailto:Tabitha.Bernard@gov.bc.ca]
Sent: Thursday, September 5, 2019 8:15 AM
To: Gerald M. Green
Subject: Re: primary ID for purpose of obtaining BC ID

Hi Gerald,

I'm looking into this and will get back to you!

Tabitha

Sent from my iPhone

On Sep 4, 2019, at 4:22 PM, Gerald M. Green <geraldgreen@shaw.ca<mailto:geraldgreen@shaw.ca>> wrote:

Ms. Bernard:

I am a lawyer (a member in good standing of the Law Society of British Columbia) in private practice in Surrey, B. C. I have a client who was born in Trinidad and Tobago and is a lawful permanent resident of Canada (and has been a lawful permanent resident of Canada since 1974). My client does not have a driver's licence or any of the other forms of primary i.d. listed on the ICBC website under "Accepted primary ID." Furthermore when she has attempted to obtain a PR Card confirming her status as a lawful permanent resident of Canada (that card would be one of the forms of "Accepted primary ID") she has been told by Citizenship and Immigration Canada that, unless she can produce a BC ID card, she will not be issued a PR Card by Citizenship and Immigration Canada.

This state of affairs poses a difficult problem for my client in that, among other things, it prevents her from obtaining a Canadian passport and even from travelling within Canada by air, train or bus, because she does not have primary ID to produce in order to board a conveyance such as an airplane, train or bus.

My client has asked me whether there is any form of Affidavit or Statutory Declaration that she could use (and that would be accepted) in lieu of the listed forms of "Accepted primary ID" for purposes of obtaining BC ID. It seems to me that justice demands that there be a way out of this impasse for my client, and I would appreciate any help or direction that you (or anyone else in the Government of British Columbia to whom you might refer me) might be able to provide.

Thank you for your attention to this matter.

Yours truly,
Gerald M. Green
Barrister and Solicitor

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Wednesday, September 25, 2019 12:28 PM
To: Dean.MLA, Mitzi LASS:EX
Subject: RE: Constituent Concern

Hi Nubwa,

Okay, here's an update/explanation:

Facial recognition technology has been used at ICBC for several years. It's primary use is to detect impersonations by making sure the face in the most recent picture is not a duplicate of any ID already in the system. It isn't a retina scan.

ICBC's understanding is that he has not had a driver's license with them before. That would mean he isn't in the system and they wouldn't have something to compare to anyway. At this point he has a paper health card with his personal health number on it but ICBC does not think it can do anything more for him.

The identity proofing standards are not meant to be an inconvenience. Identity proofing is strict and uniformly applied because the BC driver's license has evolved beyond a mere licence to drive to become the de facto source of identification for many residents. It allows access to a range of benefits, from government assistance and programs, to credit and other services. It is taken as proof of residency in BC and authorization to be in Canada.

For those reasons, ICBC need to be sure the person receiving the DL has the correct foundation documents that prove their identity. For persons born outside of Canada, those foundation documents have to come from the Federal government as they would be the only ones to be able to vet the information. ICBC cannot be the one to establish a person's government identification as they don't have the skills or knowledge to confirm information from other jurisdictions.

I'm sorry. I know this was not your hope,

Tabitha

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 24, 2019 4:13 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: RE: Constituent Concern

Hello Tabitha,

Yes, the federal government does not recognize his abroad birth certificate. His MP, Randall Garrison has written to Immigration Refugees and Citizenship Canada on his behalf. The constituent was born under a different name and later on had a legal name change. The constituent has exhausted every aspect in trying to obtain any necessary document needed for his citizenship application.

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Many thanks for looking into this on our behalf.

Kind regards,

Nubwa Wathanafa
Pronouns: She/Her/Hers/Elle
Constituency Assistant to Mitzi Dean, MLA for Esquimalt-Metchosin
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From: Bernard, Tabitha AG:EX [<mailto:Tabitha.Bernard@gov.bc.ca>]
Sent: Monday, September 23, 2019 2:54 PM
To: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Subject: RE: Constituent Concern

Hi again, Nubwa!

Do you know the status of the constituent's case with the Feds on their foundation document? ICBC sees the response they (ICBC) provided in April, but have implied, if the constituent began the process with the Feds then, that a near-6 month delay would be surprising.

Do you know when the constituent initiated things at the Federal level?

ICBC is checking again with DL to see if anything can be done for him. But as I said earlier, based on last week, I think we should plan for the answer to be no.

Tabitha 😊

Tabitha Bernard
Executive Assistant to the Honourable David Eby, QC
Attorney General and Minister responsible for Liquor, Gaming, and ICBC
236-478-0541

From: Dean.MLA, Mitzi <Mitzi.Dean.MLA@leg.bc.ca>
Sent: September 23, 2019 11:50 AM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
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Were you able to look into our constituent's issue?

Kind regards,

Nubwa Wathanafa

Pronouns: She/Her/Hers/Elle

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From: Dean.MLA, Mitzi

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Withheld pursuant to/removed as

s.22

Latzel, Teresa AG:EX

From: Bernard, Tabitha AG:EX
Sent: Wednesday, September 25, 2019 4:04 PM
To: Ryder, Amy LASS:EX
Subject: RE: Constituent inquiry:s.22

Hi Amy,

Looking into this – what does PWD stand for?

Tabitha 😊

From: Ryder, Amy <Amy.Ryder@leg.bc.ca>
Sent: September 25, 2019 1:59 PM
To: Bernard, Tabitha AG:EX <Tabitha.Bernard@gov.bc.ca>
Subject: Constituent inquiry:s.22

Hi Tabitha,

I have a bit of an unusual issue and I'm not sure if your ministry can provide any guidance. Constituent is ^{s.22} consent form attached.

s.22

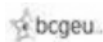
s.22

He is hoping to get this sorted and his having trouble- he has left several messages for the Crown Counsel office in Halifax with no reply. Can your ministry provide on suggestions what his steps should be? It is ^{s.22} understanding that he needs to have this sorted out before he can be added to his partners BCH file or PWD file.

I am assuming at some point ^{s.22} will need a lawyer in NS to help with this, and so NS legal aid will be my next step, but I wanted to check locally first.

Thanks,

Amy Ryder | Constituency Assistant | Hon. Melanie Mark, MLA Vancouver-Mount Pleasant
P: 604-660-0707 | F: 604-398-3711 | 1070-1641 Commercial Drive V5L 3Y3
www.MelanieMarkMLA.ca | [Like Melanie on Facebook!](#) | [Follow Melanie on Twitter!](#)



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