

2020.04.10 mcd email to Ken

Synergy Credit Union August 6, 2015 loan support ticket: 9675

From: Trish McDonald (trish.mcdon@yahoo.ca)
To: jeffrey.kerr@psmlaw.ca; don.wheler@synergycu.ca
Cc: trish.mcdon@yahoo.ca

Date: Friday, April 10, 2020, 07:56 a.m. MDT

Good Morning Mr Jeff Kerr, in regards to the FOIPP information I received in Jan 2020 the process is to contact the financial institution to have errors corrected when you are provided proof that they occurred.

I am referring to My Ticket loan support ticket:9675 (as referred to by Synergy) created August 6, 2015 in which was in response to opting out of the property tax being included in my mortgage principal and interest payment. At that time I felt that I was not properly notified of the fee of \$75 implemented by Synergy Credit Union. Could you please provide me a copy of the letter that this ticket number suggests is attached for the 2014 legal property tax notification along with the date it was mailed and the address it was mailed to ?

I have attached in a combined pdf file Property tax change notices, the 2015 Property Tax letter, the my ticket document from Synergy Credit Union and the Government of Canada Mortgage Agreement Rights and Responsibilities.

The loan support ticket suggests that in order to close my tax account that there was a deficit owing and that it must be paid prior to closing the tax account?

I do not recall ever being informed of this situation. Would you be able to provide me further details on this transaction as there are no names suggested of which member services Credit Union employee was dealing with this matter Sandra Wright, Christine Tucker or Patty Wang? The ticket states employees that must be from accounting as I do not recognize any of these names.

I have no records of attempts to be contacted by any Synergy Credit Union employee to discuss this matter by phone, letter or email in regards to this issue. It seems that the additional funds owing were simply "added" to my mortgage, could you please verify this information as correct on their system?

Please investigate this matter as no further information was provided in regards to this under FOIPP in which is required to exist in the mortgage file.

Your time is very much appreciated, if this investigative information could be provided to me prior to April 15, 2020.

Thank you,

Trish Noble (McDonald)
306-222-9381

* Synergy failed to respond to this request on April, 2020.



* Fake document received July 23, 2021