

Adrienne Wilson

From: Christine Harrison
Sent: October-14-20 8:03 AM
To: Taxes
Cc: Brenda McBeth
Subject: FW: [EXTERNAL] - Lorna O'Shea - Overdue Tax Notice

Hello,

We have received this email in our general mailbox for your department, please respond to this inquiry.

We respectfully request you include us in your response or confirm contact when this inquiry is completed.

Thank you.

CHRISTINE HARRISON
Call Centre Representative | | Customer Care and Support

ROCKY VIEW COUNTY
262075 Rocky View Point | AB | T4A 0X2
Phone: 403-230-1401
charrison@rockyview.ca | www.rockyview.ca

This e-mail, including any attachments, may contain information that is privileged and confidential. If you are not the intended recipient, any dissemination, distribution or copying of this information is prohibited and unlawful. If you received this communication in error, please reply immediately to let me know and then delete this e-mail. Thank you.

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

From: [REDACTED]
Sent: October 13, 2020 7:01 PM
To: Questions <questions@rockyview.ca>
Subject: [EXTERNAL] - [REDACTED] - Overdue Tax Notice

Do not open links or attachments unless sender and content are known.

After talking to crystal Jessel regarding this issue she advised us to send you an email to look into this for us. The tax notice was sent out at the end of May, beginning of June. This is just the same time my mother, [REDACTED], has a massive heart attack. She then ended up in hospital for a week, afterwards for tests and ending up needing a triple bypass. Her notice got mislaid in all the chaos. Unfortunately I, her daughter, [REDACTED], living on the same property didn't receive a copy and wasn't aware of it. (It still as not arrived to this day) We see on the reminder we just received

in the mail which made us aware of the problem that we have been charged a late fee on top of our taxes. It is our hope that after review this late payment may be waived as you will see all our previous payments on our account have been paid early or on time. This late payment was obviously due to my mothers major surgery and lengthy hospital stay during the Covid pandemic. Thank you for your time reviewing this matter for us.

Regards,

[REDACTED]

Tax roll 07923017

[REDACTED]

Balance \$2527.78