

Adrienne Wilson

From: [REDACTED]
Sent: November-23-20 2:42 PM
To: Adrienne Wilson
Subject: [EXTERNAL] - 308 Clearwater cove

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To whom it may concern,

I am writing to ease have my September penalty interest charge removed from my account.

As many I was under the impression that payments were deferred due to covid as a relief for individuals. My first mention would be that I did not receive any mail stating my new 2020 January payment owed or that it was going to be deferred.

Within the past week I have received mail to my Vancouver address to which majority of my mail is redirected to one location , as I have tenants long term at [REDACTED]. The mail with my penalty notification just came in with the rest of this mail last week. The amount of mail received is not only shocking but the delays are unacceptable. I am not looking to show any disregard and am fully aware of the situation, but with lack of knowledge and delay of everything globally I was not alarmed of missing any mail needing attention too months prior. I was awaiting mail to show me what was going to be done and or the process and what was owed. This I did not get.

Please consider my request. Should you require more detail please let me know. I do not want to waste your time.

Thankyou,

[REDACTED]
[REDACTED]