

**Adrienne Wilson**

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**From:** [REDACTED]  
**Sent:** July-21-21 11:22 AM  
**To:** Rocky View Tax Section  
**Subject:** [EXTERNAL] - Late tax payment Roll Number 05329026

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I am requesting a waiver for the penalty for late property tax payment.

I received my tax notice on May 15/2021. I logged into my bank account on May 17/2021 and scheduled the tax payment for June 29/2021.

The bank I deal with has had some major malfunction issues with their computer system beginning in November/2020. First Calgary Financial merged with Connect First. It has been very frustrating because there were periods of time when online banking and personal banking was impossible. The bank was closed and the online system was shut down. When possible; personal banking could only be completed with an appointment because of the COVID issues. It was difficult to make an appointment because the bank system was overwhelmed with calls and messages.

I always schedule online payments for my bills received and was certain I scheduled my property tax payment. All other payments I made are shown in the history of my account. The history of this payment has been lost.

Yours sincerely  
[REDACTED]