

Adrienne Wilson

From: [REDACTED]
Sent: August-30-22 8:55 AM
To: Rocky View Tax Section
Subject: [EXTERNAL] - Tax Reimbursement 08308006 NW-08-28-28-04

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Good morning,

We received a bill in the mail regarding our taxes not being paid. We went to the bank to ask why this was not paid and were told that when we changed our mortgage to a Heloc mortgage that they do not include taking the tax portion off. We were not made aware of this when we signed up, now we have, on this \$3148.10 bill and two it has a 12% penalty charge on it. Is there any way we can get the 12% penalty back?

Also we will need to participate in the T.I.P.P. Can you please advise how we sign up for this?

If you have any questions please let me know.

Thank you

[REDACTED]