

Reply to: Lynne Knights Direct Line: (604) 443-5722

Please refer to our File No. 20091058

VIA FACSIMILE & REGULAR MAIL: 604.685.6518

CONFIDENTIAL

November 12, 2009

Mr. Anthony J. Jasich #403 – 567 Lonsdale Avenue North Vancouver, BC V7M 2G6

Dear Mr. Jasich:

Re: R. Keith Oliver, Our File No. 20091058

I acknowledge receipt by facsimile on November 11, 2009 of your letter dated November 10, 2009.

It may take up to eight weeks for your file to be reviewed at which time you will be contacted again.

Your anticipated patience with our process is appreciated.

Yours very truly

Lynne Knights
COMPLAINTS OFFICER

LK/rg 20091058/1-Nov12-09_Jas