

URGENT NOTICE TO

PRE AUTHORIZED PAYMENT PLAN PROPERTY OWNERS

Please be advised that an error has been detected on the monthly payment plan for the month of February.

The EFT file that was sent to the bank today had an incorrect due date listed. Because this file had a due date that was in the past, CIBC processes this file on the day it was actually received. We have requested a recall of these payments immediately. Unfortunately CIBC has advised that payments can not be reversed until the next banking day, February 11, 2010.

This means your monthly payment plan will be deducted as of February 10th and then reversed the next day. Your normal monthly payment will occur on your allocated due dates for this month.

Please be advised that we will accept responsibility for any errors, extra bank charges and fees and inconvenience that you may experience because of this error. Should you incur any NSF charges, penalties or interest fees, we will reimburse you in full. Please provide us with a copy of charges. Refunds will be used by cheque or cash.

Please accept my personal apologies for the inconvenience to you for this error. I appreciate your patience with me as I correct this matter. Again, should you have any concerns regarding this payment plan please call the tax office and speak to Bev at 613-378-2475