

**Ministry of Consumer Services**  
Office of the Assistant Deputy Minister

Policy and Consumer Protection  
Services Division

777 Bay Street, 5<sup>th</sup> Floor  
Toronto ON M7A 2J3

Tel: (416) 326-2826  
Fax: (416) 325-6192

**Ministère des Services aux  
consommateurs**  
Bureau du sous-ministre adjoint

Division des politiques et des services  
de protection du consommateur

777, rue Bay, 5<sup>e</sup> étage  
Toronto (Ontario) M7A 2J3

Tél: (416) 326-2826  
Télééc: (416) 325-6192



August 26, 2011

Carol Sampson  
Email – [sammygirl1@rogers.com](mailto:sammygirl1@rogers.com)

Dear Ms. Sampson,

Thank you for your email of August 16, 2011, forwarded to me by the Honourable Minister Gerretsen, in which you request a meeting with the Minister to discuss the complaint made to the Ministry, asking that action be taken against Nortel and Sun Life under the *Consumer Protection Act, 2002*, in respect of the disability insurance provided to Nortel employees.

As you know, a decision has been made not to refer the matter for investigation. Unfortunately, the Minister is unable to meet with you.

We appreciate the difficulties faced by many of the former Nortel employees, dealing with serious and debilitating illnesses, however the Ministry of Consumer Services is unable to be of assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "F. Denton".

Frank E. Denton  
Assistant Deputy Minister