

**Urquhart**

---

**Subject:** FW: Update on Complaint to Ontario Ministry of Consumer Services

---

**From:** Carol Sampson [<mailto:sammygirl1@rogers.com>]  
**Sent:** July-14-11 10:43 AM  
**To:** Urquhart  
**Subject:** Fw: Update on Complaint to Ontario Ministry of Consumer Services

fyi

----- Forwarded Message -----

**From:** Carol Sampson <[sammygirl1@rogers.com](mailto:sammygirl1@rogers.com)>  
**To:** "[lessiambre@liberal.ola.org](mailto:lessiambre@liberal.ola.org)" <[lessiambre@liberal.ola.org](mailto:lessiambre@liberal.ola.org)>  
**Sent:** Thursday, July 14, 2011 9:43:54 AM  
**Subject:** Update on Complaint to Ontario Ministry of Consumer Services

Hi Lauren,

Could you please forward this email to Mr. Chiarelli for me.

Thank you very much.

Sincerely,  
Carol Sampson

The Hon. Bob Chiarelli,

Since our first meeting with various members of the Ministry of Consumers Services,

Diane Urquhart has received a call from the Assistant Deputy Minister Frank Denton on Tuesday, July 12th. The Ministry has back-tracked from our first meeting on June 16th, when the Director of Legal Services said that the Ontario Consumer Protection Act had jurisdiction to investigate our complaint, but there would need to be a change in internal policy because an "employee" is not considered a "consumer." Now, the Ministry lawyers are trying to tell us that the Nortel disability insurance does not meet the definition of "consumer transaction."

Our lawyers, Joel Rochon and Sakie Tambakos from Rochon Genova LLP have amassed extensive expertise on this subject, and are in full agreement that our complaint meets the definitions of the Ontario Consumer Protection Act. As well, the Ministry is trying to back-track without even looking at any of the evidence that we have put together and sent them on July 12, 2011.

Another issue that is puzzling us is that the Executive Assistant to the Deputy Minister Phil Simeon had tried in the first meeting to exclude the former Nortel Disabled Employees from participating in the conference call, and seems to want to exclude us from the second meeting this Friday. However, Frank Denton agreed that our participation in the calls is acceptable. This is our complaint, and we wish to be able to participate in all conference calls with the Ministry.

We get the strong suspicion that the Ministry is trying to avoid this investigation. Our lawyers, Diane and Hugh Urquhart, and the Disabled, feel very strongly that we have a valid case with extensive evidence. Thank you for your ongoing support of the former Nortel Disabled Employees. Could you please speak to as many people in the Ministry as you can to make them aware that our complaint is strong and that Nortel's disability insurance can be covered in the following definitions of the Act:

"Consumer transaction" means any act or instance of conducting business or other dealings with a consumer, including a consumer agreement;

"Consumer Agreement" means an agreement between a supplier and a consumer in which the supplier agrees to supply goods or services for payment;

"Consumer" means an individual acting for personal, family or household purposes and does not include a person who is acting for business purposes;

"Supplier" means a person who is in the business of selling, leasing or trading in goods or services or is otherwise in the business of supplying goods or services, and includes an agent of the supplier and a person who holds themselves out to be a supplier or an agent of the supplier.

Thank you again for everything.

Sincerely,  
Carol Sampson  
613-224-2791  
[sammygirl!@rogers.com](mailto:sammygirl!@rogers.com)