

From: FOIP Act, section 17
To: FOIP Act, section 17
Cc: FOIP Act, section 17
Subject: City of Leduc - Property Tax Payment^{FOIP Act}
Date: July 15, 2024 3:06:48 PM
Attachments: [image002.png](#)
[image004.png](#)
[image005.png](#)

Hello ^{FOIP Act sec},

As discussed we have reviewed the Payment Details and Service Request information related to the below and note the following;

- Cathy Pham (yourself) implemented a payment to Leduc County Tax 6332010 on June 28, 2024. This was rejected by the bank due to invalid bill pay biller.
- Cathy Pham (yourself) implemented another payment to Leduc County Tax 6332010 on July 4, 2024 and was rejected again by the bank due to invalid bill pay biller.
- Cathy Pham (yourself) contacted CMO (Cash Management Online) Tech Support on July 4, 2024 to investigate issue. Our CMO support determined it was a technical error and escalated issue to resolution.
- Cathy Pham completed the payment via EFT payment on July 5, 2024.

Please advise if letter format is required from Leduc County.

Thank you,
^{FOIP Act section 17}



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CIBC Head Office: 81 Bay St., CIBC Square, Toronto, Ontario Canada M5J 0E7

From: FOIP Act, section 17
Sent: Monday, July 15, 2024 12:49 PM
To: FOIP Act, section 17
Cc: FOIP Act, section 17
Subject: RE: City of Leduc property tax payment was reject.

[EXTERNAL]

Hi ^{FOIP Act section},

I hope you're doing well.

I wanted to update you on our recent interaction with tech support. They have successfully resolved the issue, and upon their recommendation, to try again, however I was able to get their banking info and pay them via EFT. Unfortunately, due to the initial banking issue, we incurred an interest penalty of \$11,119.07. We have taken proactive steps to address this by bringing the matter before the council with the intention to have the interest waived, as our goal was to pay the property tax before the due date.

To support our case could you please provide us with documentation detailing our efforts to resolve the banking issue, including the resolution timeline for case # **FOIP Act, section 17** - Leduc County "Need Repairs"? This documentation may help with our correspondence with the County of Leduc council.

Thank you,

^{FOIP Act, section 17}



From: FOIP Act, section 17
Sent: Wednesday, July 3, 2024 11:48 AM

To: FOIP Act, section 17
Cc: FOIP Act, section 17
Subject: RE: City of Leduc property tax payment was reject.

Hi ^{FOIP Act sec},

For anything related to transactions on CMO it is best to call our CMO Support line at 1-800-500-6316. They have more access than we do and can look into the transaction further.

If they are not able to assist, please let me know and we can put in a request to our CMO team.

Kind Regards,

FOIP Act section 17



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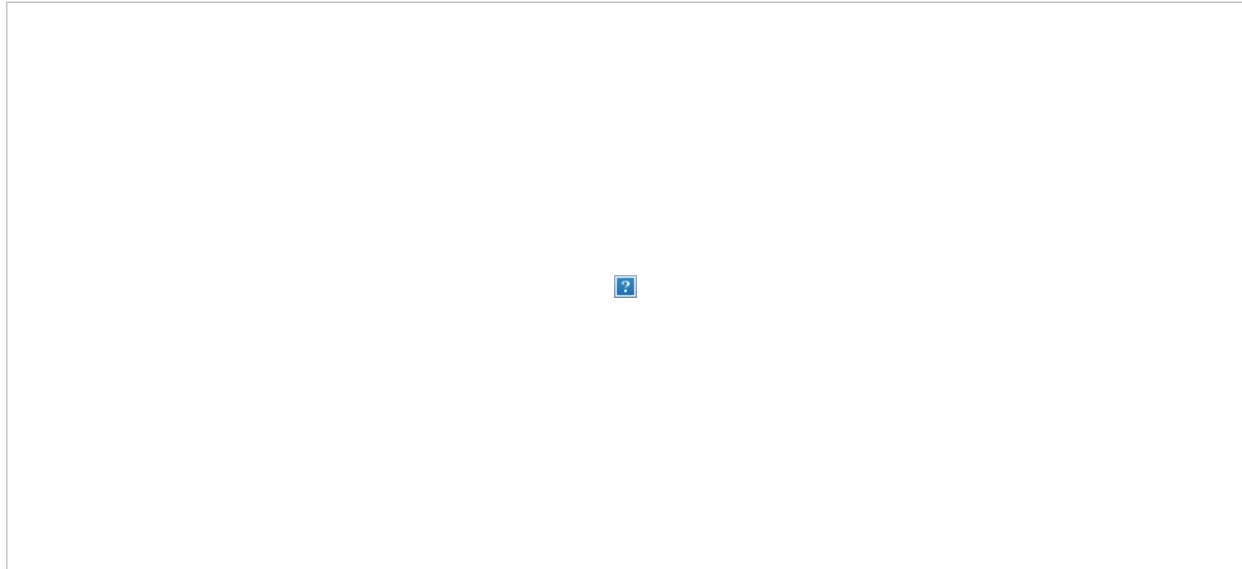
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From: FOIP Act, section 17
Sent: Wednesday, July 03, 2024 11:43 AM
To: FOIP Act, section 17
Cc: FOIP Act, section 17
Subject: City of Leduc property tax payment was reject.

[EXTERNAL]

Hi ^{FOIP Act section},

Can you please let us know why Leduc County – Taxes paid via Bill (Payment)Status is needing repair? (See below) We were just notified by the County letting us know our payment did not go through. I attached the payment detail report for your reference



Thank you,

FOIP Act, section 17



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