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Our File: PIPEDA

Dear Mr.

Re: Report of Findings

Please find attached the Report of Findings prepared by this Office with regard to the complaint you filed against The Personal Insurance Company under the Personal Information Protection and Electronic Documents Act (the "Act").

Following the investigation into your complaint, we have concluded that the matter is **well-founded and conditionally resolved**. We are satisfied that, once fully implemented, the proposed corrective actions will address the findings in this report. For details on the investigation and the rationale for our conclusion, please see the attached Report of Findings.

Please note that The Personal has agreed to implement our recommendations by June 30, 2017, or at the latest, December 31, 2017. Given that the complaint is **well-founded and conditionally resolved**, and as evidence of this Office's continuing intention to pursue the matter, we expect The Personal to demonstrate to our Office that it has fully implemented our recommendations, as agreed.

Now that you have our report, I must inform you that, pursuant to section 14 of the Act, you have the legal right to apply to the Federal Court of Canada (the "Court") if you wish to pursue this matter any further.

Should you wish to proceed to Court, we suggest you contact the Court office nearest you. Normally, an application must be made within one year of the date of this letter. If you file your application with the Court, you must serve the Privacy Commissioner of Canada with a copy of the application within ten (10) days, pursuant to rule 304(1)(c) of the Federal Courts Rules. For additional information on Court applications, please check the Fact Sheet, Application for Court Hearings under PIPEDA, found on our Office's website at http://www.priv.gc.ca/resource/fs-fi/02 05 d 31 e.asp.

This concludes our Office's investigation of your complaint. If you have any questions or comments about this letter, I would invite you to contact Valerie Silva, Senior Advisor at 1-800-282-1376.

Sincerely,

Brent Homan

Director General, PIPEDA Investigations

Attachment