

October 11, 2011

MR. D. OAKES  
367 – 7620 ELBOW DRIVE SW  
CALGARY, AB  
T2V 1K2

**CLAIM 13152209**

When writing the WSIB please  
quote the above file number.

Indiquez le numéro de dossier  
dans toute correspondance  
avec la CSPAAT.

Dear Mr. Oakes:

I am writing further to your conversation with Mr. M. Stewart, Assistant Director, and Permanent Benefit Services Branch of September 9, 2011.

On September 9, 2011, you spoke with Mr. Stewart regarding your ongoing concerns with the handling of your claim file. During the conversation, you clarified with him that you wished the following issues addressed:

1. Altered Medical Document of June 27, 1983
2. Mishandling of Your Claim File
3. Cost of Living Increases

Mr. Oakes, at Mr. Stewart's request, I have reviewed the issues you wish addressed and provide you with the following:

**1. Altered Document of June 27, 1983**

Mr. Oakes, I am aware that during your conversation with Mr. Stewart, you allege that WSIB staff altered the medical document dated June 27, 1983 submitted by the University Hospital.

Mr. Oakes, following my review, I found no evidence to substantiate your allegation. I have attached a copy of the original document for your information and records.

**2. Mishandling of Your Claim File**

Mr. Oakes, I am aware, that you also expressed a concern regarding the inappropriate behaviour and handling of your claim by WSIB staff, specifically Mr. R. Singer and Ms. L. Oswald. You indicated that you were provided with misleading information from both Ms. Singer and Ms. Oswald.

Mr. Oakes, following my review, I was unable to find any evidence of any wrong doing on the part of Mr. Singer, Ms. Oswald or other WSIB staff who were involved in your claim.



**3. Cost of Living Increases**

Mr. Oakes, during the conversation, you indicated that you continue to feel that you were not provided with the appropriate cost of living increases.

Mr. Oakes, during my review, I noted that I previously spoke with you regarding your concern. During our conversation, I advised you that the increases you received were accurate. Furthermore, in my letter to you dated March 21, 2011 (resent to you April 8, 2011), I provided you with a detailed breakdown of the increases implemented in your claim. I have attached a copy of the letter for your information and records.

I hope the information I have provided to you is helpful. Should you have any further questions, please do not hesitate to contact your Case Manager, Mr. B. Mallais directly at (416) 344-6391.

Sincerely,

S. Deschamps  
Manager, Permanent Benefit Services Branch

Attachment