



**Recipient:** BRYAN MACNEILL  
**Sender:** Credit cards and prepaid cards  
**Subject:** Re: Transactions, statements of account  
**Sent on:** April 7, 2014 02:43 PM

Dear Mr. MacNeill,

We unfortunately cannot assist you by email regarding this situation.

You can contact us collect 24/7 at 1-514-397-4610. If there are no operators available from where you are calling, you may use the Canada Direct service in order to make a collect call. To proceed, please consult the [www.infocanadadirect.com](http://www.infocanadadirect.com) website. You may also contact us through an Internet telephone service such as Skype.

We are truly sorry for any inconvenience this situation may cause you.

We thank you for the confidence you have shown in Desjardins for your Visa Desjardins card. Please note that we remain available for additional information by email or by telephone.

**If you wish to give us your feedback in regards to the quality of the service we provided you with by email, please copy and paste the following link in your browser: [https://www.surveymonkey.com/s/wscu\\_Desjardins\\_survey](https://www.surveymonkey.com/s/wscu_Desjardins_survey)**

Best regards,

Valerie  
Your Internet Centre Representative  
Desjardins Card Services for Westminster Savings Credit Union

This message is directed solely to the addressee indicated in the heading. It contains confidential information which may not be disclosed without consent. If you are not the intended recipient of this message, please notify the sender by email and destroy this message as well as all existing copies.

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#### Original message

**Recipient:** Credit cards and prepaid cards  
**Sender:** BRYAN MACNEILL  
**Subject:** Transactions, statements of account  
**Sent on:** February 27, 2151

Attention Philip of "Your Internet Centre Representative "

Bonjour Philip

It is still not possible to reply to a message through your "Secure Message box". The "Send" button doesn't work

For various reasons it is very difficult for me in this location to make the type of overseas call that you require. However, I do not need to re-activate my Visa Desjardin card until I am back in Vancouver - and given the fraudulent activity that has taken place, it may not be wise to do so anyway. Also, my RBC client card, WSCU client card, and RBC Visa card should arrive here in the next few days.

I am anxious to know why \$550.68 appears as "Total billed transactions" in my online statement, while the other fraudulent charges from the same company have disappeared.

Please advise

Merci  
Bryan

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