



Mark Anthony Silverthorn
Law Offices Professional Corporation

also a member of the New York state bar

September 29, 2009

SENT BY X-PRESS POST:

The Law Society of Upper Canada
Osgoode Hall
130 Queen Street West
Toronto, ON M5H 2N6

Attn.: Complaints Department

**Re: Deanna Natale
Natale Law Offices**

Dear Sir/Mme.;

I am writing you to make a complaint against the above-noted lawyer in connection with her current practice of sending collection letters to Canadian residents, more specifically to residents of Ontario and British Columbia.

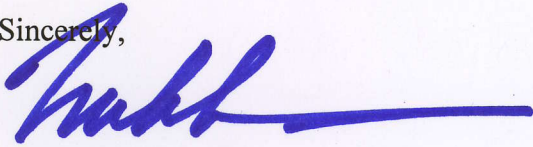
Please find attached two letters of complaint dated September 29, 2009, one addressed to Brian Pitkin, the Ontario Registrar of Collection Agencies, and one dated September 29, 2009, addressed to Melanie Flint, Director of Investigations and Enforcement with the British Columbia Business Practices and Consumer Protection Authority. My letter to Brian Pitkin raises a number of concerns with respect to the conduct of Natale Law Offices as it relates to collection letters sent to Ontario residents. My letter to Melanie Flint raises a number of concerns concerning the conduct of Natale Law Offices with respect to draft statement of claim collection letters sent to residents of British Columbia.

You will also find enclosed a CD containing recordings of three telephone conversations made by myself. Two of these telephone conversations are referred to in my letter of complaint to Brian Pitkin. One of these telephone conversations is referred to in my letter of complaint to Melanie Flint.

30 Duke Street West, 10th Floor, Suite 1001, Kitchener, ON N2H 3W5
Plaza Suites Building, 534 Delaware Avenue, Buffalo, NY 14202

I would ask The Law Society to look into the complaints that I have raised with both Brian Pitkin, the Ontario Registrar of Collection Agencies, and Melanie Flint, Director of Investigations and Enforcement, with the British Columbia Business Practices and Consumer Protection Authority.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark Silverthorn', with a long horizontal flourish extending to the right.

Mark Silverthorn, LL.B.
Barrister & Solicitor and Attorney-at-Law

Enclosures