

**Ministry of
Small Business and
Consumer Services**

Debt Recovery Regulation Unit

Consumer Protection Branch
5775 Yonge Street, Suite 1500
Toronto ON M7A 2E5
Tel.: 416 326-8802
Toll-free: 1 800 889-9768
Fax: 416 326-8810

Registrar of Collection Agencies

**Ministère des Petites Entreprises
et des Services aux
consommateurs**

Unité de la réglementation du
recouvrement des dettes

Direction de la protection du consommateur
5775, rue Yonge, bureau 1500
Toronto ON M7A 2E5
Tél. : 416 326-6203
Sans frais : 1 800 889-9768
Télééc. : 416 326-8810



10 March 2008

Mark Silverthorn
Barrister and Solicitor
1001-30 Duke Street West
10th floor
Kitchener ON N2H 3W5

Dear Mr. Silverthorn:

Re: Collection Agencies – cell phone contact

Your letter of November 2, 2008 to the Premier has been referred to me for reply.

I appreciate your comments and reviewed this matter with counsel. As a result I will be writing to collection agencies advising that calls to cell phones resulting in the costs of the call being payable by the person contacted are prohibited by section 22 of the *Collection Agencies Act*. Once a collection agency knows that the person is being charged the costs attributable to the call I will expect the agency to cease calls to the cell phone number.

Thank you for raising this concern.

Yours truly

A handwritten signature in black ink, appearing to read "Brian Pitkin".

Brian Pitkin, CD
Registrar