# File: 292-30/[REQUESTNUMBER]

Your File: [REFCUSTOMFIELD60]

# [TODAYDATE]

# Sent via email: [RQREMAIL]

[ADDRESS]

Dear [RFNAME] [RLNAME]:

# Re: Request for Access to Records – Fee Waiver Decision

# *Freedom of Information and Protection of Privacy Act* (FOIPPA)

This is further to your request for a fee waiver. Your request is for:

*[REQUESTDESCRIPTION]*

With respect to the above-noted request, the Ministry has approved a partial fee waiver.

The original fee estimate was $0000.00. A partial fee waiver of 00% is granted and the estimated amount payable for your request is now $0000.00.

Section 75(5) of FOIPPA permits the head of the public body to exercise discretion in deciding whether to approve or deny a fee waiver request. You may include additional explanation in support of the decision. Some examples may be: You have provided insufficient financial information to support your assertion of an inability to pay the entire fee; You have provided insufficient information for excusing payment of the entire fee; or We anticipate that not all of the records that would need to be searched in response to your request relate to a matter of public interest.

If the fee estimate is $200.00 or less, request full payment from the applicant. If the fee estimate exceeds $200.00, request a 50% deposit from the applicant.

Due to the amount of the estimate, we will require a deposit in the amount of $0000.00. Where a balance of fees is owed, payment must be received prior to the release of the records. We will notify you if a balance is due. Your request will be placed on hold pending receipt of final payment.

If you have received the option to pay a fee estimate for an FOI request online, watch this video to learn how to pay the fee estimate online: <https://www.youtube.com/watch?v=H6R2cFnlwQM>

If the online payment option is not available to you, please contact IAO to pay by phone. Fee payments are accepted 8:30 am to 4:30 pm PST Monday to Friday, excluding statutory holidays, by phone at 250-387-1321 option 2. If you are calling from outside of Victoria, please call toll-free at 833-283-8200 option 2. All major credit cards are accepted. Credit card payments will appear on your statement as “BC Gov - FOI”. If a refund is required, details will be provided at that time.

Alternatively, payments may be made by cheque or money order, payable to the Minister of Finance. Quote your file number and mail it to:

Attn: [PRIMARYUSERNAME]

Information Access Operations

Ministry of Citizens’ Services

PO Box 9569 Stn Prov Govt

Victoria BC V8W 9K1

Your request is on hold. Upon receipt of payment, we will resume processing your request. All reasonable efforts have been made to generate an accurate estimate. You will be required to pay the actual cost whether it is higher or lower than the estimate. If it appears that the actual cost of processing the request will be different than the original fee estimate, we may issue a revised estimate.

Where a balance of fees is owed, payment must be received prior to the release of the records. We will notify you if a balance is due. Your request will be placed on hold pending receipt of final payment.

You have **20 business days** to respond to this letter. If we do not hear from you by **Date**, we will consider your request abandoned and close the file.

1. If you have any questions regarding your request, please contact [PRIMARYUSERNAME], the analyst assigned to your request, at [PRIMARYUSERPHONE]. This number can also be reached toll-free at 1 833 283-8200. Please provide the FOI request number, found at the top right of the first page of this letter, in any communications.
2. You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

[PRIMARYUSERNAME], [PRIMARYUSERTITLE]

Information Access Operations

Enclosures

# How to Request a Review with the

# Office of the Information and Privacy Commissioner

If you have any questions regarding your request please contact the analyst assigned to your file. The analyst’s name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

**Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:**

Information and Privacy Commissioner

PO Box 9038 Stn Prov Govt

4th Floor, 947 Fort Street

Victoria BC V8W 9A4

Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.