

**Automobile Injury Appeal Commission  
Province of Saskatchewan**

**Citation:** *H.R. v. Saskatchewan Government Insurance,*  
2004 SKAIA 003  
**Date:** 20040127  
**File:** 050 of 2003

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**BETWEEN**

**H.R., Applicant**

**and**

**Saskatchewan Government Insurance, Respondent**

**Appearances:**  
**David MacKay, for the Applicant**  
**John Schmidt, for the Respondent**

**Before:** **Ann Phillips, Q.C., Chair**

**THIS DECISION HAS BEEN EDITED TO PROTECT THE PERSONAL AND HEALTH  
INFORMATION OF INDIVIDUALS BY REMOVING PERSONAL IDENTIFIERS AND  
OTHER IDENTIFYING INFORMATION.**

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Heard at Regina, Saskatchewan  
September 23 & 24, 2003

## DECISION

Addendum to *H.R. v. Saskatchewan Government Insurance*, 2003 SKAIA 020

[1] Following the release of this decision, SGI provided the Commission with a copy of a letter to the Appellant's wife dated October 31, 2003 which stated:

"I asked [the adjuster's] manager to speak to her about the comments you attributed to [the adjuster] in your testimony. I have been advised that [the adjuster] denies having made the statements that you said she made during your testimony. [The adjuster] said she is aware that in order to properly handle a claim file there has to be a good relationship between the customer and the Injury Representative. To make comments that would offend the customer would create a bad relationship.

At the hearing I said SGI staff are expected to treat all customers with respect as well as in a business like manner. [The adjuster] denies making the comments you have attributed to her and I accept her reply to the accusation."

**Dated** at Regina, Saskatchewan, on January 27, 2004.

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Ann Phillips, Q.C., Chair