

IMPORTANT MEMO

Hello,

As the printer responsible for the Hawkesbury and District General Hospital (HGH) Foundation mailings, we want to advise you that, despite all the quality control measures in place, an error has crept into the material you recently received. The **postage paid return envelope** did not indicate the correct organization and address. We sincerely apologize for this and take full responsibility.

Please note that this error did not result in any mishandling of your personal information.

Several measures are in place to address the issue:

1. The letter will be resent by mail with the correct envelope.
2. We have implemented a rigorous system to ensure the confidentiality of your personal information by following the recommendations of our expert in confidentiality and protection of personal information.
3. For donations sent with the first mailing envelope, measures are in place, and they will be automatically sent to the HGH Foundation.
4. We assume all costs caused by this error. Rest assured that no donations or resources of the HGH Foundation itself will be used to resolve this issue.

We would like to reassure you that this is the first time that such an error has occurred and that all your previous donations have been well received by the HGH Foundation.

[i] Impressions Inc. - Embrun, ON