

From: Issuer Services Office (MGCS) [<mailto:issuer.services@ontario.ca>]

Sent: May 31, 2018 1:15 PM

To: Joanne MacNeill <jmacneill@stcharlesontario.ca>

Cc: Issuer Services Office (MGCS) <issuer.services@ontario.ca>

Subject: Recognition - Top Private Office Performance 2018

Dear Joanne MacNeill:

Jacqueline Spencer, Director of the Private Service Providers Branch, and Helga Iliadis, Assistant Deputy Minister, Customer Care Division are pleased to offer their congratulations on the outstanding achievement of your 2017-2018 Quality Assurance results at Office 727 – St. Charles.

Excellence in service delivery depends as much on quality as it does a friendly, positive customer experience. Your dedication to quality is evident in these outstanding scores, which you've achieved across multiple lines of business.

Our customers count on you to **do things right the first time**. Your care and attention to detail ensures their request is fulfilled promptly and efficiently, while their sensitive information is accurate and secure in our databases.

Your commitment to quality reinforces the confidence in ServiceOntario as a world class service delivery organization, recognized by our OPS Ministry partners, our government and all Ontario residents.

Thank you for living our Ministry value of **'Achieve Excellence'** - you are truly making a positive difference in the lives of Ontarians!

Issuer Services Office, Private Service Providers Branch

ServiceOntario

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The logo for ServiceOntario, featuring the text "ServiceOntario" in white on a dark green rectangular background.