

Date: 5/29/2012

Page 1 of 4

Canada Border Services Agency
Ottawa, ON Canada K1A-0L8
P: 1-888-502-9060
Outside Canada:
Phone: (204) 983-3500 or (506) 636-5064
FAX: (613) 948-4848

The Honorable Vic Toews, Minister
The Honorable William V Baker, Deputy Minister
Candice Hoepfner, Parliamentary Secretary
Public Safety Canada
269 Laurier Avenue West
Ottawa, ON Canada K1A-0P8
Phone: (613) 944-4875 or (800) 830-3118
FAX: (613) 954-~~5816~~ **5186**

On 3/29/12, at about 10:30 p.m. we were admitted into Canada by the Canada Border Services Agency, at CBSA Office 840, Pacific Highway District - Douglas Traffic Operations, 220 Highway 99, Surrey, BC, V3S 9N7. We stayed at the Accent Inn Hotel in Richmond and the North Vancouver Hotel in North Vancouver while we toured the Canadian Province of British Columbia for one week. After one week, we realized that the \$3,000.00 (we do not own credit or debit cards) that we brought for our touring trip was not sufficient. On 4/6/12 at about 10:00 a.m. we left Canada and returned to our home in Washington State, U.S.A. to replenish our funds for traveling. On 4/6/12 at about 10:30 p.m. we returned to the same Canada Border Services Agency CBSA Office 840, Pacific Highway District - Douglas Traffic Operations, 220 Highway 99, Surrey, BC, V3S 9N7. Nonetheless, we were denied re-entry back into Canada **without giving us ANY explanation as to why.** Instead two officers on duty went on a **fishing trip, seized all of our belongings, and reviewed all of our financial records unnecessarily and without our knowledge or our permission.**

One male officer asked us how long we were staying in Canada. We told him one month. After that he asked if we had money to fund our trip. We told him we had \$50,000.00 in our checking account. He then brought out our paperwork for our savings account instead of for our checking account and demanded an explanation as to where the quarter of a million dollars was that had been in it. We told him it had been transferred to another savings account. For our own safety, after we returned to the United States, we immediately closed out all of our monetary accounts containing our hard earned savings (we are in our 50's) for we were concerned that your Canadian Border Services Agency Officers **were going to make us victims of identity theft! IT WAS AMORAL AND UNETHICAL FOR YOUR OFFICERS TO GO THROUGH OUR MONETARY RECORDS WITHOUT OUR PERMISSION OR KNOWLEDGE, ESPECIALLY SINCE THEY HAD NO REASON TO!!! IF ANY OF OUR MONEY HAD BEEN STOLEN YOU WOULD HAVE HAD AN INTERNATIONAL LAWSUIT FILED AGAINST YOUR COUNTRY.**

The female officer subjected us to a verbally abusive interrogation. She refused to communicate what she wanted and needed from us. For example, she barked at us, "Who are you having a problem with?" When we told her that we were befuddled as to what in the world she was talking about, she repeated her question in an elevated and escalated hostile tone of voice. When once again, we reiterated that we did not know what she was talking about, she said in a hostile tone of voice, "What is this restraining order?" Now that she finally made it clear what she was inquiring about, we were able to give her our reply regarding the restraining order.

The female officer was unbelievably rude to us for nothing. While we attempted to answer her questions, she kept interrupting us while insisting that we were interrupting her. The female officer also criticized my wife's complement that she had heard that Canada has a good medical system by saying, "We don't want people in Canada who will tax our medical system". When my wife corrected her by saying, "I am healthy" the female officer interrupted my wife before my wife was able to finish my wife's sentence.

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Both officers displayed blatant biased against us. Regarding the restraining order that we never violated, even though we explained why the restraining order was unwarranted, both officers refused to believe us, and showed their prejudice against us by refusing to request any documentation from us substantiating our claim. In addition, they refused to tell us that we were allowed to provide them with documentation regarding the restraining order. Our documents about the restraining order were amongst the same papers that we had brought up to Canada with us which these two officers had seized. **Why didn't the officers look at them?**

The female officer then inquired as to whether or not I am employed. I stated that I am and that I am on a leave of absence. Once again neither officer believed us and once again neither officer asked for any documentation from us substantiating our claim. The female officer then asked us if we have a permanent residence. We stated that we did. The female officer then retorted, "You lie! You vacated your apartment." She did not give us a chance to explain that we have been renting our apartment in Renton, Washington State U.S.A. for two years but that at the end of April we plan to vacate it because of the nature of my job. Periodically, and with little advanced warning I am subjected to sudden job transfers. Presently, there is a strong possibility that one will be coming up in the near future. Rather than deal with the hassle of a lease break and collecting a security deposit we have decided to live in a hotel for the time being.

The female officer, without requesting any documentation from us to prove otherwise, falsely claimed that, "You are unemployed, without a permanent residence and trying to escape to Canada." My wife said, "Trying to escape from what?" To these both of the officers offered us nothing but dead silence. The male officer, without requesting any documentation from us to prove otherwise, said, "We have decided that the best way to resolve this is for you to leave Canada." My wife said, "It's the restraining order isn't it?" Both officers said, "No, it isn't." After that, the male officer told us we were forbidden from entering Canada because we had a lot of personal papers with us." **Now why would that be a problem?!**

Unbeknownst to us at the time, the Canada Border Services Agency officers are supposed to follow a code of conduct involving admittance or denial of potential tourists into Canada. According to the "Information for Visitors to Canada" form it states, "If asked you should be able to supply an immigration officer with documentary evidence of your continued residence outside of Canada...your continued employment outside of Canada...and proof of funds to support your trip." **The Canada Border Services Agency officers on duty violated protocol.**

After that the male officer told us that we had to sign a piece of paper stating that we were leaving Canada voluntarily. We did as he requested. While we were doing so, the male officer said, "Come back to Canada after the restraining order expires." If the restraining order was really the problem, then the two officers ought to have told us immediately to leave Canada instead of detaining us, harassing us, and seizing our belongings without our permission or knowledge. As it stands, the nature of our restraining order proves that we are not dangerous to anybody and are of no threat to anyone. The restraining order was NOT the result of us committing a) assault or b) battery or c) vandalism or d) making threats. The restraining order was given to us UNJUSTLY by a dermatologist named Nicole Kageyama for exercising our freedom of speech to express our outrage and disgust towards her for rendering us a medical disservice. She charged our health insurance company \$130.00 for violating my wife's patient rights by refusing to give my wife any medical treatment because my wife is allergic to steroids and so refuse to take any. She also misdiagnosed my wife's ailment. Hence, my wife had to play doctor and figure out on her own that the growing and spreading rash on both of her breasts was Candidas and that she had to take Nystatin in order to get rid of it.

Most countries are concerned about keeping people from coming into their country that are criminals, drug traffickers, weapon bearers, or bring exotic plants or animals into it. That makes sense! If it is Canada's policy not to let people enter Canada who have restraining orders, we are okay with that for Canada has the

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right to set its own visitor policies, even if they do not make any sense to us. However, what we are NOT okay with is being permitted to enter Canada and then one week later being denied re-entrance into Canada **without any TRUTHFUL explanation as to why not.**

My wife then asked, "Why did your border patrol one week ago permit us to enter Canada, but one week later, even though we have the very same belongings with us that we had a week ago, you deny us re-entrance Canada?" To this, both officers offered us nothing but dead silence. My wife in disgust blurted out, "You expect us to be consistent with you and tell you the truth. Meanwhile, you are inconsistent with us and lie to us? So we say to you rejection is God's protection. We are never ever coming back to Canada again!" We then hear the female officer say with a tone of voice dripping with arrogant sarcasm "bye"

We presented our concern regarding the two Canadian Border Services Agency officers misconduct towards us to Superintendent Angela Chin whose badge number is 11253 in person on 4/7/12 and again in a telephone conversation on 4/11/12. Chin gave us the following reply:

To our question as to why one week we are admitted into Canada and the next week we are denied entrance into Canada, Angela Chin gave us nonsensical explanations.

Nonsensical explanation #1: Angela Chin insisted that the Canadian Border Services Agency's policy is to re-evaluate anew whether or not a visitor is allowed or denied entrance into Canada every time a traveler comes to Canada. That's fine if in each instance the traveler comes with different items and for different reasons. However, BOTH TIMES we came with the SAME, EXACT, PRECISE belongings for the SAME, EXACT, PRECISE purpose of touring Canada.

Nonsensical explanation #2: Like her two subordinate officers, Angela Chin reiterated to us that we were denied re-entry because a) we had no permanent residence and b) we were unemployed and c) we had a lot of personal papers and d) all of the above and e) none of the above.

Nonsensical explanation #3: Angela Chin told us a lie that the reason the Canadian Border Services Agency's booth officer permitted us to enter Canada the first time was because he was not aware that we had a restraining order. But the Canadian Border Services Agency's examining officers denied us entrance into Canada the second time because they knew we had a restraining order since they have access to a different database than the booth officer. We know that Angela Chin lied to us because on 5/22/12, an American Border Services Agency's booth officer named McClinton told us that both the booth and the office have access to the same database on their computers.

In addition to Angela Chin's nonsensical explanations, Angela Chin refused to divulge the names of the two officers who dealt with us. It was only after we persisted with our request that she gave us the male officers badge number which she told us was 19493. But Angela Chin was unwilling to divulge the badge number of the female officer until we complied with her request to describe what she looked like. We did so as best as we were able to remember. Only then did Angela Chin finally reveal to us that the female officer's badge number is 20467 even though this female officer was working alongside the male officer.

We were curious as to whether or not our being rejected re-entry into Canada on 4/6/12 was based upon CBSA policy or the bad behavior of the two CBSA officers mentioned above. So we decided to test the results by attempting to finish our tour of Canada by going back to the same facility (CBSA Office 840). On 5/13/12 at around 12:00 noon, we came back to the same Canada Border Services Agency, at CBSA Office 840, Pacific Highway District - Douglas Traffic Operations, 220 Highway 99, Surrey, BC, V3S 9N7. As before, we brought all of our documentation regarding the necessary requirements to enter Canada as visitors. We had the paperwork regarding our restraining order, my leave of absence from my job, our new permanent residence in a hotel, and our checking account bearing the necessary funds to finance our trip. In order to protect ourselves from the possibility that another Canada Border Services

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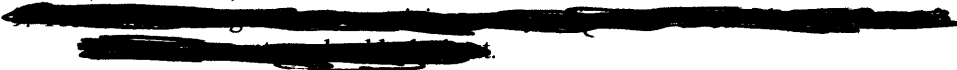
Agency officer might see our account number, thereby putting us at risk for identity theft, we blocked out the name and most of the digits of our checking account number on the paperwork pertaining to it. After reviewing the paperwork we presented to him, and politely asking us the necessary questions, Canada Border Service Agency officer Suelzle granted us entrance into Canada for the three weeks that we requested, as documented by the Visitor Records that he issued to us.

On 3/29/12 we were allowed entry into Canada. On 4/6/12 we were denied entry into Canada. So we went road tripping and hotel hopping in the State of Idaho for the rest of that month and spend \$6,000.00 there instead of in your country. On 5/13/12 we were permitted entry into Canada. All three times we came with the SAME, EXACT, PRECISE belongings for the SAME, EXACT, PRECISE purpose of touring Canada. **So once again we ask, what was the REAL reason we were denied entry into Canada by the two officers, whose badge number is 19493 and whose badge number is 20467???** Due to the all of the above, we strongly believe that Superintendent Angela Chin and male officer badge number 19493 and female badge officer 20467 were engaging in some sort of FOUL PLAY. **Do they take bribes to put innocent people into a class with a bad name?** Hence, we are wondering if we ought to ever come back to Canada again. Who wants to tour or immigrate to a corrupt country?

Most Sincerely Yours

Michael & Elana Laham
Post Office Box 66
Renton, WA USA 98057-0066

Attachments (following this facsimile):

1. Hotel Bill from Accent Inn in Richmond, BC, documenting lodging from 3/29/12 to 4/2/12.
 2. Hotel Bill from North Vancouver Hotel in Vancouver, BC, documenting lodging from 4/2/12 to 4/4/12.
 3. Hotel Bill from Accent Inn in Richmond, BC, documenting lodging from 4/4/12 to 4/7/12.
 4. CBSA Form IMM 5292 (CON) B, "ALLOWED TO LEAVE CANADA," for Michael Laham, Document Number V818039014, Client Number 6513-5587 (1 page).
 5. CBSA Form IMM 5292 (CON) B, "ALLOWED TO LEAVE CANADA," for Elana Laham, Document Number V818039036, Client Number 6513-5588 (1 page).
 6. "INFORMATION FOR VISITORS TO CANADA" Form (1 page).
 7. CBSA Form IMM 1442 (03-2008) B, Visitor Record Serial Number BB154 721 140 (C927718131) for Michael Laham.
 8. CBSA Form IMM 1442 (03-2008) B, Visitor Record Serial Number BB154 721 151 (C927718153) for Elana Laham.
- 

Cc: The Honorable Maxime Bernier, Small Business and Tourism, CD Howe Building, 235 Queen Street, Ottawa, ON Canada K1A-0H5, Phone: (613) 943-6183, FAX: (613) 990-4056. *OR (613) 954-2340*

Angela Chin, Superintendent, Badge #11253, CBSA Office 840, Pacific Highway District – Douglas Traffic Operations, 220 Highway 99, Surrey, BC Canada V3S-9N7, FAX: (604) 541-1476.

TRANSMISSION VERIFICATION REPORT

TIME : 05/29/2012 02:07
 NAME :
 FAX :
 TEL :
 SER.# : 000K1N155345

DATE, TIME 05/29 02:01
 FAX NO./NAME 16139484848
 DURATION 00:06:26
 PAGE(S) 12
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 MODE STANDARD
 ECM

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X Canada Border Services Agency
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One male officer asked us how long we were staying in Canada. We told him one month. After that he asked if we had money to fund our trip. We told him we had \$50,000.00 in our checking account. He then brought out our paperwork for our savings account instead of for our checking account and demanded an explanation as to where the quarter of a million dollars was that had been in it. We told him it had been transferred to another savings account. For our own safety, after we returned to the United States, we immediately closed out all of our monetary accounts containing our hard earned savings (we are in our 50's) for we were concerned that your Canadian Border Services Agency Officers were going to make us victims of identity theft! IT WAS AMORAL AND UNETHICAL FOR YOUR OFFICERS TO GO THROUGH OUR MONETARY RECORDS WITHOUT OUR PERMISSION OR KNOWLEDGE, ESPECIALLY SINCE THEY HAD NO REASON TO!!! IF ANY OF OUR MONEY HAD BEEN STOLEN YOU WOULD HAVE HAD AN INTERNATIONAL LAWSUIT FILED AGAINST YOUR COUNTRY.

TRANSMISSION VERIFICATION REPORT

TIME : 05/29/2012 02:31
 NAME :
 FAX :
 TEL :
 SER. # : 000K1N155345

DATE, TIME	05/29 02:24
FAX NO./NAME	16139904056
DURATION	00:06:27
PAGE(S)	12
RESULT	OK
MODE	STANDARD ECM

COPY FOR

MAXIME BERNIER

SMALL BUSINESS & TOURISM

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TRANSMISSION VERIFICATION REPORT

TIME : 05/29/2012 02:45
NAME :
FAX :
TEL :
SER.# : 000K1N155345

DATE, TIME	05/29 02:38
FAX NO./NAME	16045411476
DURATION	00:06:30
PAGE(S)	12
RESULT	OK
MODE	STANDARD ECM

*COPY FOR
ANGELA CHIN*

CBSA SUPERINTENDENT

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TRANSMISSION VERIFICATION REPORT

TIME : 05/29/2012 02:32
NAME :
FAX :
TEL :
SER. # : 000K1N155345

DATE, TIME 05/29 02:32
FAX NO. /NAME 16139545816
DURATION 00:00:00
PAGE(S) 00
RESULT BUSY
MODE STANDARD

BUSY: BUSY/NO RESPONSE

Date: 5/29/2012

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NAME :
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TEL :
SER.# : 000K1N155345

DATE, TIME	05/29 03:04
FAX NO./NAME	16139545816
DURATION	00:00:00
PAGE(S)	00
RESULT	BUSY
MODE	STANDARD

BUSY: BUSY/NO RESPONSE

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TIME : 05/30/2012 04:41
NAME :
FAX :
TEL :
SER.# : 000K1N155345

DATE, TIME 05/30 04:35
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DURATION 00:06:27
PAGE(S) 12
RESULT OK
MODE STANDARD
ECM

*COPY FOR
MAXIME BERNIER
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Phone: (613) 944-4875 or (800) 830-3118
FAX: (613) 954-~~5816~~ 5186

On 3/29/12, at about 10:30 p.m. we were admitted into Canada by the Canada Border Services Agency, at CBSA Office 840, Pacific Highway District - Douglas Traffic Operations, 220 Highway 99, Surrey, BC, V3S 9N7. We stayed at the Accent Inn Hotel in Richmond and the North Vancouver Hotel in North Vancouver while we toured the Canadian Province of British Columbia for one week. After one week, we realized that the \$3,000.00 (we do not own credit or debit cards) that we brought for our touring trip was not sufficient. On 4/6/12 at about 10:00 a.m. we left Canada and returned to our home in Washington State, U.S.A. to replenish our funds for traveling. On 4/6/12 at about 10:30 p.m. we returned to the same Canada Border Services Agency CBSA Office 840, Pacific Highway District - Douglas Traffic Operations, 220 Highway 99, Surrey, BC, V3S 9N7. Nonetheless, we were denied re-entry back into Canada without giving us ANY explanation as to why. Instead two officers on duty went on a fishing trip, seized all of our belongings, and reviewed all of our financial records unnecessarily and without our knowledge or our permission.

One male officer asked us how long we were staying in Canada. We told him one month. After that he asked if we had money to fund our trip. We told him we had \$50,000.00 in our checking account. He then brought out our paperwork for our savings account instead of for our checking account and demanded an explanation as to where the quarter of a million dollars was that had been in it. We told him it had been transferred to another savings account. For our own safety, after we returned to the United States, we immediately closed out all of our monetary accounts containing our hard earned savings (we are in our 50's) for we were concerned that your Canadian Border Services Agency Officers were going to make us victims of identity theft! IT WAS AMORAL AND UNETHICAL FOR YOUR OFFICERS TO GO THROUGH OUR MONETARY RECORDS WITHOUT OUR PERMISSION OR KNOWLEDGE, ESPECIALLY SINCE THEY HAD NO REASON TO!!! IF ANY OF OUR MONEY HAD BEEN STOLEN YOU WOULD HAVE HAD AN INTERNATIONAL LAWSUIT FILED AGAINST YOUR COUNTRY.