I would like to thank everyone and especially the Board of Directors for their ongoing support over the past year. It has been both an honor and a challenge to have the pleasure of serving as your President.

I extend my personal thanks to those Board members who provided the support and professionalism that enabled us to meet our expectations. Cathy Duncan, who was so efficient with the Referral Program and Student Awards, Fraser for his input on By-Laws, VJ Jones Memorial Award and Certificates of Merit, Tim Graham for his experience, knowledge and mentorship as our National Director, Amber Ellwyn for her assistance with the Social Programs and help on Seminars, Sharon French for handling this year’s nomination committee and for her direction as Past President. Judy Looye for your expertise as Treasurer and keeping us on track, Greg Webdale for his help in keeping us informed with Fraser on current changes to bankruptcy laws and changing legislation. Jim Jordan for acting as our Student Coordinator and going above and beyond on our Marketing, Publicity and Promotions Dept. and finally Nancy Goldman for doing the minutes for us and Brian Braun for dipping his feet in and taking over seminars besides stick handling for the new year the West Coast Credit Line. You’ve been a great team and I sincerely thank you.

Please pass on our thanks to your employers, Coast Tractor and Equipment, Vannet Newspapers, Standard Building Supplies, Weyerhaeuser, National Glass Ltd, Oracle Corp., Garibaldi Glass Industries, ACRO Aerospace Inc., Coast Capital Savings, and Unisource. Thanks also to Irene Joy for assisting as our Chaplain, Carol Breining as our senior advisor and Linda Helms for help on seminars.

And finally, the board of directors would like to thank Russ Ronalds and Equifax for providing us with a boardroom for our monthly executive meetings and both Equifax, Dun & Brad and Trans Union for your support on our many programs over the past year.

Our main focus for this last fiscal year was to re-build our seminars program and improve communications with the student body. Thanks to Jim Jordan we had our first Student Night in years with 35 attending. Our speaker was Carol Ann Fried who kept everyone in stitches with her presentation of “Laughing Matters”. Overall the response was very positive.

We were also able to sponsor three needy families through the Share Program who were very grateful for our Community Involvement and for making their Christmas much brighter in these hard times.

We had originally budgeted for a $7,000 loss, but finished the year with $300 deficit. Continued on page 2
MEET THE BOARD OF DIRECTORS

Heather Strack
President

Cathy Duncan
Vice President

Tim Graham
National Director

Judy Looye
Treasurer

Sharon French
Past President

Amber Ellwyn
Programs

Jim Jordan
Student Coordinator

Nancy Goldman
Secretary

Brian Braun
Editor WCCL

Greg Webdale
Legislation

Carolyn Bach
Seminars

Leanne Jensen
Seminars

We expect the budget to be somewhat similar in 2002/03 as the West Coast Credit Line will be published on a quarterly basis now that Brian has agreed to take on this responsibility.

We also increased our support this year to National to assist with awards and scholarships.

Plans for upcoming seminars are in the planning stages now and we are open to any suggestions from the members to meet their educational goals.

We have a new Marketing Program introduced by National that will assist us towards increasing the student enrollment and provide a vision to the business community that the investment they make in hiring an FCI Graduate will pay off overall in protecting their company's investments.

This year, we challenge each member to bring one new member into the Chapter and to take the time to attend at least one function and/or program provided by your Board in the next year.

You will note a number of enhancements to the National Web Site providing us with current information on the education programs and benefits available to the Credit fraternity. Tim Graham is actively working as the Chapter's National Director to ensure we are receiving the support and information we require as members. Remember to check your Chapter Website for updates.

At our graduation this year we welcomed 6 new graduates into our Chapter. We appreciate the assistance of the following new graduates Nancy Goldman, Brian Braun, Leanne Jensen and Carolyn Bach who have joined your Chapter Board of Directors.

Fifteen Awards were handed out during the past year to the B.C. Students that achieved excellence amongst their peers. 4 “National” and 3 “Chapter” plus 8 “Local Awards”. The backbone of our Chapter Awards program is the support of local organizations that recognize the value of the FCI designation. Thanks to The Credit Career Group of Vancouver, Dun & Bradstreet Canada, EDC- Export Development Corporation, Equifax Inc., The HSBC Canada Bank, Coast Capital Credit Union, Wholesale Floor Covering Credit Association and the West Fraser Group for their continued support and sponsorship.

There were also 3 Honorary Awards this year going to Pam Burton, Irene Joy and Patricia Veness and the Vi Jones Memorial to Myrna Eager. Frank Snell was also awarded the Certificate of Merit.

I would like to personally thank our Awards Chairman, Cathy Duncan, for her hard work and effort on this portfolio over the past year.

In closing, I am pleased with the results this past year and in the upcoming year, the board will continue to maintain its focus on the key mandate of the Institute, namely educating credit professionals, and doing what we can to encourage and assist our students with their studies.

Respectfully submitted,
Heather Strack
President, B.C. Chapter
Credit Institute of Canada

Upcoming Events

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<th>July</th>
<th>August</th>
<th>September</th>
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<tr>
<td></td>
<td>22nd - Fall course registration deadline</td>
<td>12th - Golf Tournament, CIC</td>
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<td>24th - Boat Cruise, CIC</td>
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<td>23rd - Credit &amp; Collections Seminar Full Day, CIC</td>
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The National Board of Directors is made up of elected representatives from each of the Chapters across Canada, and also includes a representative from both the National Forum and the Western Forum of Financial Executives.

I have been asked by your Chapter Board to say a few words on behalf of the National Board of Directors.

As the Chairman of the National Marketing Committee, I would like to start off by speaking about a few of our new marketing initiatives. For the first time in the Institute’s history, we launched a national newspaper campaign, advertising the benefits of becoming a member, or hiring a member, of the Institute. We ran periodic ads in the National Post, Globe & Mail, and La Journal, over a 5 month period. Our main goal with this campaign is to develop what many of us thought the Institute was missing - a brand identity. Real branding is more than a logo, brochure, or a slick website. Real branding is the serious, ongoing task of making it easy for ordinary people to do an extraordinary thing - change what they think.

We’ve also developed media kits for each Chapter, and encourage them to initiate their own marketing campaigns. We’ve revised the co-op advertising program, increasing the amount available to each chapter to $2,500.00 per year, of which $500.00 maximum is to be used towards seminar advertising. The remaining $2,000.00 is for general advertising to raise the local awareness of the Institute, and its educational programs.

Keep in mind that the Institute is owned by its members, so the onus is on each and every one of us to promote it, to increase the awareness of the institute, and membership as a whole. The National Marketing Committee is limited by our budget as to what we can do in a given year, so I’m challenging each BC Chapter member, as an owner of this organization, to each sign up 1 new member this year. Talk about the Institute at your industry group meetings, at a business function, or even at a lunch break at a seminar you attend. Our Institute needs to grow, and we need your help.

Our 3 module Credit Basics correspondence program was revised this year, and now consists of courses in Accounting Basics, Basic Business Law, and Basic Credit Practices. This is an excellent introduction to the full FCI educational program. If you have entry level credit personnel working for you, this a solid program for them to further develop their credit and collection skills.

Although the financial statements are still being finalized, I can tell you that the latest figures show that we are tracking at a loss of approximately $35,000.00, which is about $10,000.00 more than we had budget for the year. Basically, the margins on our educational program are not as lucrative as they once were, despite similar enrollment numbers. An increase in our marketing budget, along with the costs associated with developing the new Credit Basics program, and some long-overdue upgrades to our National office, contributed to the budgeted loss for the year.
The best defense is a good offense! This statement bears much truth when it pertains to your business. Your first line of defense when protecting your investment is your credit application. One of the seminars hosted this year by the BC Chapter of the Credit Institute of Canada was titled “The Small Claims Court Process” presented by Alan Fraser, FCI of Standard Building Supplies, and Kevin McKenzie of McKenzie & Co. Barristers/Solicitors.

Kevin’s area of expertise within his chosen profession is debt collection and legal remedies for successful collections. This was evidenced by the cohesively guided tour of court procedures and required forms including time sensitivity of court document registrations; the micro-management of each file – to the point of judgment and beyond. This is the point where your file hits your lawyer’s inbox. Kevin pointed out that it is on your application that will be the determinant of positive outcomes when you get to this stage of the game.

So just what should appear on your Kevlar based application? It is the purpose of this article to outline and briefly discuss some of the essentials that should appear. Alan Fraser will provide a more in-depth discussion in an upcoming issue of the WCCL.

Just how big should the document be, and what content should appear? Font size of 10 by law. The actual application does not need to be more than 1 page and should include Legal name, doing business as, address, form of business, terms, a co-covenantor or guarantor section, and a spot for signature, including date and witness. Your application should not include the amount of credit requested as the guarantor may use this as a defense stating that they only thought they were going to guarantee up to the requested amount.

The terms of the credit account are very important and should be reviewed by your attorney. They should include specifics on payment date eg. when is payment due - specific date or “x” days from invoice date?

The terms should cover interest and must be stated in both a monthly rate and an annual rate. You can also include a clause which will give you the opportunity to change the stated interest rate at a future date. Post judgement interest should also be covered in the terms section of the application, otherwise the debtor may use the court appointed rate, (floating rate based on prime), as a cheap form of financing.

Your application should include a verification agreement clause. This clause leaves the onus on the customer to verify that all invoices are correctly billed, and hence to notify you within a set time frame.

It is wise to include a clause pertaining to the jurisdiction of litigation proceedings in the event of a breach of the contract.

Which brings us to the guarantor section. As previously mentioned the guarantor may have several defenses which may allow them to escape responsibility. To overcome this, a co-covenantor agreement may be used to solidify their commitment of guarantee. The co-covenantor agreement makes the guarantor jointly and severally liable as a principle debtor - hence becoming the same legal entity as the principle.

If using a guarantee, it should encompass successors, assigns, associated companies and subsidiary companies.

Don’t leave your company exposed to potential losses. Ensure that your credit application adequately protects your investment.
Information from every angle – a world of opportunity

For over 100 years Equifax has delivered reliable information to facilitate business transactions around the globe.

Whether you’re looking to explore new marketing opportunities or manage risk within your existing portfolio, Equifax has the information solutions to support both business-to-business and business-to-consumer relationships.

Relying on the largest single source of credit information in Canada, Equifax offers a wide range of risk and decision support services and solutions for your company’s credit adjudication, risk assessment, marketing, e-commerce and data management needs.

Equifax products can be customized to meet the specific requirements of your company’s overall strategy. Our experience combined with our information capabilities and our advanced technology enables organizations to manage both risks and opportunities with greater precision and profitability.

Go beyond the borders of traditional decision making with information solutions from Equifax.

Contact your local Equifax representative at 1-800-750-2612.

In the Vancouver area call 604-320-2359

www.equifax.ca
To get a first hand look at the final financial results, you are welcome to attend the National Annual General Meeting, to be held on June 14, 2002 at the National office in Mississauga.

The 2003 National Credit Conference will be held on June 11 - 13, 2003, in Mont Tremblant, Quebec. As always, we’ll have top notch speakers running sessions on cutting edge topics, to make sure we have the latest tools to do our jobs. Hosting it in a world-class resort will also add to the enjoyment of the Conference. Mark your calendars now, and please plan to attend. Information packages will be mailed out shortly, and you can also access information on our website.

The Canadian Credit Institute Educational Foundation, or CCIEF, is a not for profit organization established in 1967, and is a registered charity under section 149 of the Canada Income Tax Act.

The Foundation’s primary purpose is to raise funds which are invested in perpetuity, with income generated to supply bursaries and awards to students enrolled in the FCI program.

The Canadian Credit Management Foundation, known to most of us as ‘the Creditel money’, donated $10,000.00 to the CCIEF last year, and has pledged to match contributions of up to $10,000.00 in both 2002 and 2003. This means that the CCIEF will have to raise $10,000.00 itself, to receive the $10,000.00 contribution from the Canadian Credit Management Foundation. The CCIEF is appealing to the Institute’s membership and alumni to consider making a donation to this worthy cause, to ensure that our best and brightest are rewarded for their efforts. Please consider putting the CCIEF on your list of charities for a tax deductible donation.

In closing, I would like to thank the BC Chapter that the National Directors are sensitive to the needs of the Chapters’ and their members. I encourage you to contact either myself, our President and Dean Rolly Buchanan, or our General Manager, Geoff Wilkinson, with any of your questions, concerns or ideas.

Finally, I would like to thank the members of the BC Chapter and in particular, your Board of Directors, for your assistance and participation, and for your support and encouragement during my third term as National Director for British Columbia.

A lot of money is tainted. It taint yours and it taint mine.
Let’s face it - to remain competitive in a shrinking world and tight economy most businesses need to build international relationships. Sometimes it is the little things that can make the difference and keep the partnership harmonious.

A potential customer or investor may need to come to your firm to investigate your business practices and/or manufacturing processes. Seven percent of most of their purchases will be collected and sent off to the Federal Government to help support the GST program. Did you know that if your visitors meet certain criterion they should be able to get this money back? Provide your associate with the following information and you are sure to be remembered.

So who can apply for this GST rebate and how do they go about doing so? All nonresidents of Canada can qualify for a GST rebate so long as they meet a few requirements:

- They are a nonresident of Canada
- They are not an employee of the Federal or Provincial Government living abroad
- Original receipts only are submitted
- All Goods receipts are stamped before the individual leaves Canada. (No stamp required for accommodations).
- GST was paid on the goods
- Each purchase is for a minimum of $50 Canadian before taxes.
- The purchases for eligible goods and accommodation total at least $200 Canadian
- The claim is submitted within 10 months from the date of purchase
- As of November 1st 2001, goods that are eligible for a GST refund must be available for inspection when leaving one of Canada’s 9 international airports or 2 eastern shipyards.
- If ferry, non-charter bus or train was method of travel then original carrier ticket must be submitted with the application.

Our discussion this far has outlined the criterion that needs to be met in order to be eligible for the GST refund, the next question is what expenditures are exempt and how does one go about making the application for refund? Certain goods and accommodations are eligible for a refund and once again certain conditions apply.

**Accommodations:** Campground fees and room charges are eligible for a refund so long as taxes have been paid on the hotel room for no longer than 30 days. Each receipt must show number of nights of accommodations. If an all-encompassing travel package was used, including meals etc., then 50% of the taxes are eligible for refund.

**Goods:** Goods that leave the country within 60 days of purchase are eligible for a GST refund. In the event that a vehicle is purchased then original bill of purchase, proof that the vehicle was exported out of Canada, copy of driver’s license, and proof of registration of vehicle in the export country must be submitted with the claim.

**Goods not eligible for refund:** Meals and beverages, fuel, tobacco, professional services such as wedding or funeral, rental of travel trailers and other recreational vehicles, film developing, transportation charges such as car rental, bus tickets, air and train, goods consumed in Canada, and other services such as dry cleaning, auto repair entertainment and parking.

**How to apply for a refund**
There are a couple of ways that you can apply for a refund. For a 20% fee a company out of New York - National Refund Tax Service will make the claim on your behalf. You can find out more about this at www.britishcolumbia.com click on the “claim your tax refund” link. The other option is to log onto the federal government site at www.ccra-adrc.gc.ca/tax/. Just click on International and nonresident and then click Visitors to Canada and finally Tax Refund for Visitors.
If your business regularly makes taxable sales of goods or leases taxable goods as a lessor, provides legal services in BC, sells taxable parking within the Vancouver Regional Transit Service Area, provides a taxable service (to install, assemble, dismantle, repair, adjust, restore, recondition, refinish, or maintain personal tangible property), sells a telecommunication service, sells propane, or acts as a liquidator, receiver, receiver-manager, or trustee and dispose of assets in the course of your business, then Bulletin 044 of the Consumer Taxation Branch says you must register as a vendor under the Social Services Tax Act before commencing business.

For most businesses this idea is fundamental. Simplicity seems to end here. There are things which you need to know to ensure you are operating within the parameters of the Act, and at the same time not remitting dollars that may be better allocated to the rigorous demands of day to day business operations - hence cash flow liquidity. Recent inquiries to both the Ministry of Provincial Revenue and a commodity tax recovery specialist firm has provided some clarification and perhaps some helpful insight that will enable your firm to create a checklist to measure the way you handle your tax collection and remittance procedures. After reading this article you should be in a better position to answer 2 questions: Are you collecting enough taxes? and are you remitting too much tax?

The Consumer Taxation Branch generally conducts audits by Industry by way of random selection. They will look at your tax account to ensure proper and regular remittances are made. They will check to see if the audited company is charging PST correctly on sales. As tax is payable at the point of commodity consumption, imports are sure to be scrutinized to assure proper self-assessment of taxes. The auditors will be looking at fixed assets, general ledgers and financial statements – again selection by random sample of total accounts. Invoices must entail appropriate taxes, or quote exemption number or CTB Bulletin # (see website for further details). The auditors will go back 3 years on sales and 6 years on purchases to ensure proper collection and assessment.

What are some of the shall we say more grievous errors made by most companies? According to the CTB website: www.rev.gov.bc.ca/ctb there are 10 common errors:

1. **Believing that out-of-province purchases are exempt from tax**
   Imported business equipment requires self-assessment.

2. **Collecting tax from your customers but not remitting it to the government**
   When tax is collected from the customer, funds are to be held in trust – it’s the law.

3. **Using your vendor tax number to buy business equipment or things for your own use**
   Your tax number is to be used when goods are purchased for resale – not personal use.

4. **Not paying tax on private purchases**
   PST is to be paid on all purchases in province unless exempted by legislation.

5. **Confusing the PST with the GST**
   GST is handled by the Canada Customs and Revenue Agency.

6. **Advising tourists they can get a refund on PST**
   Refunds apply to GST

7. **Remitting tax returns late**
   Taxes are to be paid by the 15th of every month.

8. **Filling out forms incorrectly and/or not attaching the required documents**
   Causes processing delays.

9. **Sellers not collecting tax when required**
   The law states that it is the sellers responsibility to collect taxes.

10. **Not contacting the Consumer Taxation Branch when you need to**
    It is your responsibility to comply with the requirements of the Social Services Tax Act.
So what happens if the assessment determines that you are owing monies for improper collection and/or self assessment of taxes? You will have to pay the assessed amount plus an interest roll rate – generally 3% above the bank rate. Repeat offenders may be assessed a 10% penalty plus interest. They will issue 1 “free” warning if 1 day late on remittance – after that – automatic 10% penalty! For further information on bulletins, brochures, notices or any legislative information regarding the PST visit the Consumer Taxation Branch website at [www.rev.gov.bc.ca/ctb](http://www.rev.gov.bc.ca/ctb).

What can you do to ensure your internal tax collection and assessment policies are operating at an optimum level? One option of course is to hire an onsite Tax Manager, bearing in mind that according to Robert Half’s 2002 Salary Guide the going rate for a Tax Manager is between $106,250 - $151,000 per annum.

An alternative and seemingly plausible solution would be for you to contact a commodity tax recovery firm.

Paul Taylor, Senior Vice-President of Marketing at Luckett Wenman & Associates, Commodity Tax Recovery Specialists located in Surrey BC advises that overpayment of commodity taxes is an extremely common occurrence that applies to virtually all companies to some degree. Luckett Wenman and Associates, a national based firm, has been in business for over 22 years and has conducted several thousand reviews of private and public sector companies. Their objective is to carry out a comprehensive review of their client’s affairs and identify possible recoveries in Goods and Services Tax, Harmonized Sales Tax, Federal Excise Taxes, Provincial Sales Taxes, Provincial Fuel Taxes, Customs Duties, VAT Recoveries, WCB Assessments, and procedural errors. Aside from the benefits of professionally conducted reviews and potential cash refunds / future savings on remittances, the main benefit is they generate their fees from the recoveries they obtain for you or else there is no charge. If you have a commodity tax assessment and would like input they would be pleased to do so free of charge; or if you would like Luckett Wenman & Associates to carry out a complete tax review to ensure you are only paying the minimum tax required by law please call Paul Taylor at 604-584-3325 or email paultaylor@telus.net
NOSTALGIA FILES  

Fall 1996

We thought you might enjoy partaking in a little history - to review some “re-runs” of published articles from the past number of years in the West Coast Credit Line, formerly known as VanChap News as well as “To Your Credit”. This issue’s nostalgia file comes from the Fall 1996 issue of “To Your Credit”.

On The Net

By Richard Weigand FCI

The Internet was established in 1969 as an experimental Military Network in case of nuclear attack. The theory was if a major center was attacked and the Network consisted of many sites, the remaining sites would still be able to function in the areas outside the blast zone.

This network of computers connecting both Military Installations and Colleges became known as the ARPA Net (Advanced Research Projects Agency). This Net was built to carry e-mail only among this wide web of organizations (originally 50 sites in 1972) but spread to connect Europe, Asia and the rest of the world.

The ability of all these computers to talk to each other demanded a standard interconnect language that was adopted in 1983 and became known as Transmission Control Protocol. Internet Protocol or TCP/IP.

The Internet is a broad term and consists of different components: 

1. Electronic Mail, Newsgroups and Mailing Lists - The ability to send text messages to anyone with an e-mail address is the basis of the Internet. The ability of people with similar interests to send messages to each other is the basis of Newsgroups. The Mailing Lists concept allows your e-mail address to be appended to the Newsgroup so that you can send and receive messages related to the group.

2. File Transfer Protocol (FTP) - The ability to send and receive files, programs etc.

3. World Wide Web - The Multimedia part of the Internet that today has so much media attention.

“I consider the Internet to be the third most significant development in human communication after the invention of the printing press and the telephone”, writes Jim Carrol, co-author of The Canadian Internet Handbook.

The basic structure of the Internet is as follows:

1. Your personal or office computer has a modem and a phone line and software that dials the Internet Service Provider. 
2. This ISP has a large mainframe and a bank of modems that accepts incoming calls. The ISP is connected to the Internet Network on behalf of its subscribers and routes your request for you.

The Internet has grown rapidly in the past five years for many reasons: 

(a) easier to use the internet software (point and click), 
(b) cheaper and faster PCs (c) telephone companies around the world are adding broader bandwidth communication lines lowering of costs at unprecedented rates, 
(d) cheap cost to access the Internet.

From humble beginnings the Internet has grown to over 30,000 networks worldwide servicing approximately 50 million users. Newsgroups have grown to several thousand discussion groups ranging from aeronautics to zoology with participants from around the world. It is estimated that there are over 16 million pages of information on the Internet with additions and updates occurring daily.

To show the rapid and extensive growth of the Net consider:

1. Recently Ghana became the 4th country in Africa to go on-line,  

Continued on page 11
following South Africa, Botswana and Zambia. It appears Accra, Ghana’s capital will be the Internet hub of Western Africa.  

2. Iran has 30,000 university members on the internet and China expects to have 120,000 users on the Internet by year end.  

3. In the US on-line households almost doubled in 1995 and are expected to triple to 35.2 million by the year 2000.

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**GOLF TOURNAMENT**

Country Meadows Golf Course  
8400 No 6 Road, Richmond BC  
Club & Cart Rental Reservations 604-241-4653

**Thursday September 12, 2002**

Tee Time 11:20 AM  
Dinner 6:00 PM

The format is Texas Scramble. Space is limited to 60 golfers. All golfers are expected to bring a prize to ensure every participant ends up a winner.

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<tr>
<th>Golf &amp; Dinner</th>
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<th>Dinner Only</th>
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<tr>
<td>Early Bird Fees</td>
<td>$75.00</td>
<td>$45.00</td>
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<tr>
<td>After August 23rd</td>
<td>$80.00</td>
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<td>Students</td>
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Early Bird Deadline is August 23, 2002

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**Members, Students and Guests Welcome**

*******************************************************************************  
(GST Inclusive. Registration #R127210557)  

Heather Strack  
Telephone: (604-279-5379) Fax: (604-931-1545)  
e-mail: heather.strack@coastcapitalsavings.com

Amber Ellwyn  
Telephone: (604-439-2665) Fax: (604-439-2630)  
e-mail: aellwyn@rew.bc.ca

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Name: ____________________________ Company: ____________________________

Guest: ____________________________ Phone: ____________________________ Fax: ____________________________

e-mail: ____________________________ Prize: ____________________________ Value $ ____________

Preferred Tee Time: _____________ Handicap: _____________ Credit Card #: ____________________________ Expiry: ____________

Please remit cheque payable to Credit Institute of Canada with your registration to Heather Strack at 920 Spence Ave, Coquitlam, B.C. V3J 4V5 For credit card processing contact Amber Ellwyn. Charges will appear as Vannet Distribution.
Yearning for a Relaxing Day in the Sun

Book now for a fun filled day, cruising with Blue Eyed Charters providing quality service and the ultimate host experience aboard their 60' Fully Licensed Executive Yacht, The Island Jewel.

Destination: Bowen Island  Date: Saturday, August 24, 2002,

Time: Boarding at Plaza of Nations 10:15 A.M.  Cost: $50.00 each

Activities: Sun filled day at sea with an entertaining crew and good friends, refreshments and barbecue lunch at Bowen Island. Enjoy the fun-filled activities or just relax, enjoy the scenery or browse through the many gift shops located in Snug Cove. Then a relaxing cruise back to Plaza of Nations.

Agenda:

Cruise time: 6 1/2 hours

Boarding: 10:15 A.M. @ 750 Pacific Blvd. Vancouver  Departure: 10:30 AM  Arrival: 12:30 P.M. Bowen Isl. - Snug Cove  Return to Vancouver 5:00PM

Menu: BBQ’d Burgers, Hotdogs and Veggie Burgers  Caesar Salad, Potato Salad, Tortellini Marinara Salad  Sports: Fun game of Volleyball or baseball  Alternate: Hiking, Bike Trails, Shops and Restaurants or relax in Doc Morgan’s

Open to friends, family and associates

(includes GST and Gratuity)

Telephone: (604-279-5379)  Fax: (604-273-7890)

Name:____________________________________ Company_____________________________

Phone # _______________

Guest______________________________________ Contact #______________________

e-mail _____________________

Please remit cheque payable to Credit Institute of Canada with your registration to Heather Strack at 920 Spence Ave. Coquitlam, B.C. V3J 4V5