

To whom it may concern:

Re: Complaint about lack of safety doing banking at the Instabank machine at the Bank Of Montreal

I, Marie-Claire Recurt, has been a citizen of Guelph since 2010 and live at ■■■ Essex Street downtown. I am a senior of 71 years old and I either walk to the Main Post Office and the Main Branch of the Bank of Montreal at Saint George's Square or I drive. Both walking or driving has been problematic for me in the fast few years but I wanted to report to you what happened today, August 19 2024.

This morning I drove to the Main Branch Of the Bank of Montreal on Quebec Street at around 11:30. I parked in their parking lot as I usually do , then went to the Post Office where I receive all my mail and collect my bills and then proceed to the bank. I need to walk by the encampment and try to be streetwise, respectful and careful.

This morning I entered the bank and when straight to the machine where I needed to do some banking and withdraw \$300.00, At the moment I was going to put my card in the machine someone I had not heard enter popped up right by me close to me asking me for money. He came way too close to me to feel comfortable and I felt completely unsafe. I refused to give money and pushed quickly to enter the bank. I just could not do my banking at the machine and did not want to stay there. I felt uncomfortable as well walking with my \$300.00 in my purse to my car.

I went to the teller and said why I was coming to him and he was most helpful. The Bank Manager accompanied me to my car as I really felt unsafe.

This incident is one of quite a few I have had to go through in the last couple of years.

I find harder and harder to go downtown; I like coming to the Bookstore where I buy a lot of books and I go to the movies. But then again, during the summer, exceptionally the Bookshelf had closed its door earlier than usual to do some work they needed and I could not even get in there when three homeless came right close to me asking for money. I had no room to go anywhere. I was right at the door. Usually, I can go right in there but the door was closed and I was waiting for my friends to arrive as we were going to the movies . I felt very unsafe. Another time a lady came right close to me while I was walking to my car in the parking lot yelling at me.

I do understand they have issues but I do hope that you and your council will act to help them out so that any citizen may feel safe walking downtown. As a senior it becomes really problematic.

I hope that you will take my concern seriously. This morning was quite scary.

I hope to be hearing from you.

Marie-Claire Recurt