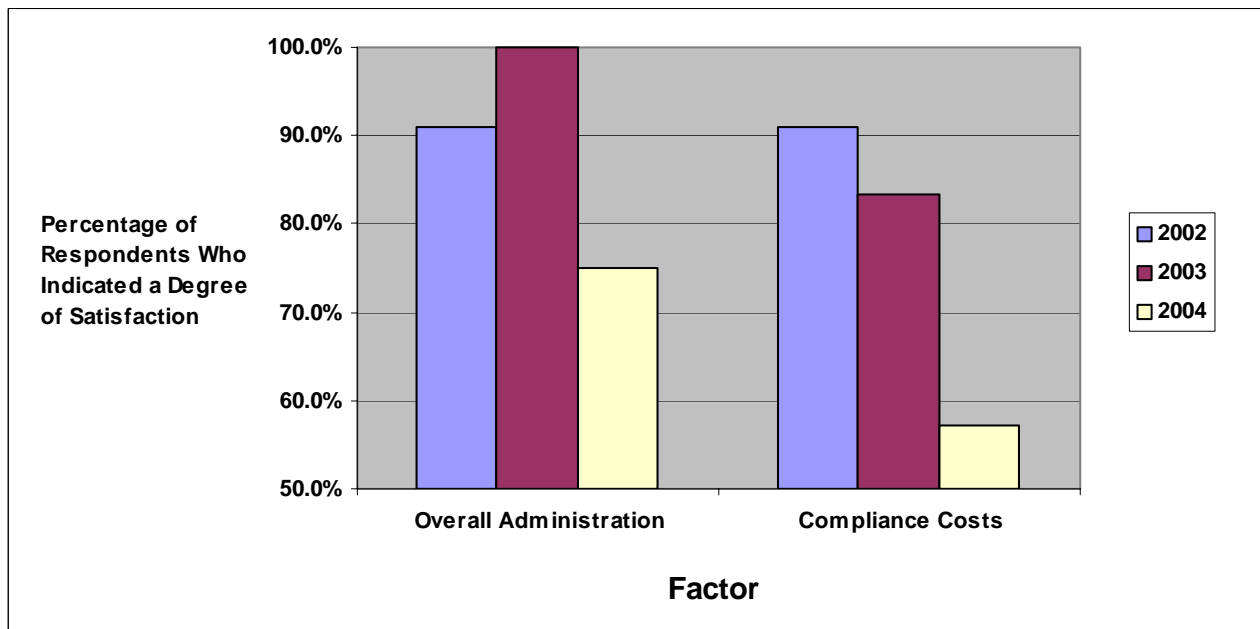


Results Comparison for the Years 2002 to 2004



Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- The recovery rate charged by Alberta is too high. It is apparent that health cost recovery is being used as a general taxing mechanism. (1)
- The health cost recovery statement of account is not very clear. It looks like you are working two different ways. One for the annual health cost recovery report and another for the payment. It's hard for us to know if you received both. (1)
- Unsatisfied with TRA's administration of this program and the service provided by staff. (1)
- The Government of Alberta is becoming more bureaucratic. Programs should be administered with minimum intervention. (1)