
APPENDIX A

CBSC Decision 13/14-1886 Fairchild Television re News Report (Renovation Scam)

Notes and Transcript of the Broadcast

The broadcaster provided the following translation/transcript of the Cantonese news report. It was reviewed by a Cantonese translator who has no affiliation with either Fairchild Television or the CBSC. This individual confirmed the accuracy of the transcript and considered that no changes were required.

News item regarding a potential renovation scam aired August 12, 2014 on FTV at 7:30pm and re-run at 11:40pm

Anchor Person: Our station has received a complaint from a Chinese about a recent experience of a renovation scam, indicating that after paying \$25,000.00, the recipient had continually delayed the renovation progress, and halted the work recently. The accused renovation company in this story declined our interview.

Voice on Video: A well-known Chinese-medical practitioner in the local community, Suen Sew Bing, complained that through his friend's referral, on June 20, 2014, live-chatted on-line with a renovator, named Zhang Yong, regarding tools, and later reached an agreement to renovate the entire interior of his house at the price of \$33,800.00, material and labour included [**chat details shown on video**]. Shortly after the renovator commenced the renovation, there had been no progress in the work. The kitchen and the bathroom were nonfunctional, while dusts were everywhere.

Suen Sew Bing: As the renovation started, he took \$7,000.00, and then we subsequently paid another \$10,000.00, on August 2nd 2014, gave another \$8,000.00, making the total payment of \$25,000.00.

Voice on Video: Suen Sew Bing also presented the renovator's photo [**renovator's photo shown on video**¹], the business card of his renovation company [**business card shown on video**], and a dated, hand-written receipt [**receipt shown on video**] with the signature of Zhang Yong. But he indicated that both parties did not officially sign a contract for the renovation project.

Wife of Suen Sew Bing: We want to tell everyone about our unfortunate experience to prevent others from similar scams. I have high blood pressure and heart disease; I underwent heart surgery. They told me that they could start the job on June 23rd and would finish early August.

Voice on Video: Mr. and Mrs. Suen led the way of our reporter to the residence of the renovator². However, the renovator rejected [**footage shown reporter and assistant standing outside of the door asking for comment, but were refused**] the invitation for our interview, saying that he had nothing to say about the case. In addition, Suen Sew Bing said that he has already filed the case with the police, but that the defendant knew it would not be a criminal

offence, and therefore believing that it should be resolved by The Court.

¹ Information in both English and Cantonese appear on the business card. The following information was provided in English:

SHANGDE CONSTRUCTION RENOVATION INC.
INC#: 1878185
ZHANG YONG
[Cantonese]: 647-868-9007
English: 416-456-6318
shangde2008@hotmail.com
2465 Kennedy Rd, Scarborough ON, M1T 3H3

² The “residence” of the renovator is the same location of the renovation company. Zhang Yong is the sole proprietor of the renovation company.