



FSCO A11-002090

BETWEEN:

MONIQUE JACKSON

Applicant

and

PAFCO INSURANCE COMPANY

Insurer

REASONS FOR DECISION

Before: Arbitrator Jeffrey Rogers

Heard: July 8, 2013, at the offices of the Financial Services Commission of Ontario in Toronto.

Appearances: Mr. Alexei Antonov, student-at-law, for Mazin & Associates
Ms Zeitoun Vaezzadeh, solicitor, for Pafco Insurance Company
Ms. Jackson did not attend

Issues:

The Applicant, Monique Jackson, alleged that she was injured in a motor vehicle accident on November 3, 2009. She applied for statutory accident benefits from Pafco Insurance Company (“Pafco”), payable under the *Schedule*.¹ Pafco refused to pay any benefits on the grounds that Ms. Jackson was not injured in an “accident” as defined in the *Schedule*.

The parties were unable to resolve their disputes through mediation, and Ms. Jackson applied for arbitration at the Financial Services Commission of Ontario under the *Insurance Act*, R.S.O. 1990, c.I.8, as amended.

¹*The Statutory Accident Benefits Schedule — Accidents on or after November 1, 1996*, Ontario Regulation 403/96, as amended.

A pre-hearing discussion was held on April 18, 2012. A hearing on the issue of whether Ms. Jackson was injured in an “accident” was scheduled, commencing on February 19, 2013. That hearing was later rescheduled, to start on July 8, 2013.

Ms. Jackson did not attend on July 8, 2013. Her solicitors sought an order removing their firm as her representative. Pafco sought an order dismissing the arbitration.

Therefore, the issues in this hearing are:

1. Should Mazin & Associates be removed from the record as Ms. Jackson’s representative?
2. Should this arbitration be dismissed?

Result:

1. Mazin & Associates is removed from the record as Ms. Jackson’s representative.
2. This arbitration is dismissed.

EVIDENCE AND ANALYSIS:

Removal from the Record

The motion for removal of Ms. Jackson’s representative was originally scheduled to be heard by telephone conference call, on April 19, 2013. I adjourned the motion to be heard in person, on July 8, 2013. I was concerned that proceeding by telephone conference call restricted Ms. Jackson’s ability to participate.

Mazin & Associates filed a Motion Record containing the affidavit of Gary Mazin, which sets the unsuccessful efforts made to contact Ms. Jackson and obtain instructions. I am satisfied that Ms. Jackson was given proper notice of the motion. I am satisfied that there has been a breakdown in the solicitor/client relationship so that Mazin & Associates cannot continue to

represent Ms. Jackson. Mazin & Associates is therefore removed from the record as Ms. Jackson's representative.

Dismissal of Arbitration

Ms. Jackson was given notice of the hearing and did not attend. She provided no information upon which it could be determined that the hearing should not proceed. Ms. Jackson bears the onus of proving that she was injured in an "accident". Without that proof, this arbitration cannot succeed. Since no evidence has been presented in support of Ms. Jackson's claim, this arbitration is dismissed.

EXPENSES:

Pafco chose not to pursue its claim for expenses of the arbitration.

Jeffrey Rogers
Arbitrator

August 26, 2013

Date



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and

PAFCO INSURANCE COMPANY

Insurer

ARBITRATION ORDER

Under section 282 of the *Insurance Act*, R.S.O. 1990, c.I.8, as amended, it is ordered that:

1. Mazin & Associates is removed from the record as Ms. Jackson's representative.
2. This arbitration is dismissed.

Jeffrey Rogers
Arbitrator

August 26, 2013
Date