

## Students' services

Montreal, May 24<sup>th</sup>, 2016

**Subject: Refund for unperformed services from *Eureka* driving school – Pursuit of the courses in another driving school**

Dear Madam,  
Dear Sir,

You have started your driving training in a school of which the permit has ended. Your former driving school, *Eureka*, has closed voluntarily on May 10<sup>th</sup>, 2016.

*\*Please, disregard this letter if you are in one of the following cases: if the services were rendered entirely, if you have done your practical exam at the SAAQ or if you have your driver's license.*

The Association Québécoise des transports (AQTr) was mandated by the SAAQ to take in charge the Driving school recognition program. This is why, when one of the AQTr certified driving schools happens to be suspended, revoked or voluntarily closed, the AQTr is in charge of helping the students to get a refund for the unperformed services. Also, the AQTr will provide these students with a certificate (aka. attestation) to allow them to continue the driving courses in another certified school.

You will therefore find enclosed with this letter the following documents: a memo note describing the different steps to follow, a copy of the Security contract and a sworn statement to sign.

Although this contract is expiring on **January 1<sup>st</sup>, 2018**, the insurance company informed us that it would actually end sooner than that; more precisely on **August 10<sup>th</sup> 2016**, after the school's annulment. Even though you could submit your request until **August 10<sup>th</sup> 2017**, to the AQTr, **you should do this as soon as possible**. Also, be aware that you could be granted a lesser amount of money than submitted. For this purpose, please note that the more proofs of payments you bring along, the better it is.

## Students' services

Furthermore, we would like to inform you that the present letter as well as the enclosed documents – which are also available online at [www.aqtr.com](http://www.aqtr.com) – do not constitute a legal notice. If you wish to seek legal advice in this process, you should get in touch with a legal expert.

Wishing you find this information useful in order to transfer to another driving school.

Best regards,

SB/aga



Sylvie Basque  
Head of department,  
Student's services

Enclosed documents: Memo, Security contract and Sworn statement

**STUDENT'S MEMO****How to Get a Refund for Unperformed Services?  
How to Resume your Course in another Driving School?****1. Procedure to follow to be granted a refund and/or receive a certificate:**

You can either send to us through email [services.prec@aqtr.com](mailto:services.prec@aqtr.com) the requested documents or by mail to this address: 1255, boul. Robert-Bourassa, office 220, Montreal (Quebec) H3B 2B2. It is also possible to come in person at the previous address by calling at 514-595-9110 extension 375,400 and 417 prior to your visit.

That day, make sure to send / bring along the following documents

- A copy of the contract that you signed with the driving school;
- A copy of both sides of your learner's licence. *If you have not got any yet, a copy of you Medical Insurance Card will do;*
- Any proof of payment you made to the driving school: i.e. cash withdrawals receipts, credit card statements, cheques copies, receipts, etc.;
- Student's follow-up sheet.

*Please note that if you disagree with what was written down on this sheet, you should add to the following document a letter listing the different modules as well as the various in-car practices that you think to have followed or completed. Try to describe precisely the differences between them so that the AQTr can consider your point of view and assess the situation;*

- The sworn statement which you signed in front of a sworn assessor or can be signed in our office.

Regarding the sworn statement;

- First, fill in the document completing all the required information (*but without signing nor dating it*);
- Then, go to any town hall or to any lawyers' office with the fully filled in document, where you will therefore sign and date the document in the presence of the attorney or a sworn assessor. You will still be able to do this free of charge at our office.

## Students' services

### 2. The refund process will take place in accordance with these 3 steps :

- The AQTr sends a final demand to the driving school to pay for the amount of money that is due. If the school answers our request, the AQTr will provide you with the refund that you are granted.
- Indeed, if the AQTr's demand is rejected, the AQTr will send a collective indemnity request to the Insurance Company of the driving school (see copy of the Security bond contract). Although this contract is expiring on the **1<sup>st</sup> of January 2018**, the insurance company informed us that it would actually end sooner than that; more precisely 3 months after the annulment of the bound, thus on the **10<sup>th</sup> of August 2016**. This means that the AQTr needs to send all the reimbursement demands at least on the **10<sup>th</sup> of August 2017** to the security company. Therefore, although you could submit your request until the **1<sup>st</sup> of August 2017** to the AQTr, **you should do this as soon as possible**. Afterwards, once the AQTr receives the security from the Insurance Company, she will send you a reimbursement cheque. However, keep in mind that due to the various delays described above, no cheque would be issued before the 1<sup>st</sup> of September 2017. Also, be aware that you could be granted a lesser amount of money than submitted.
- If by any chance, you are not provided with any refund, neither by the driving school nor by its insurance company, by the end of this process, you should ask for legal aid to the Small Claims Division Court of Quebec.

You will find all the useful information that you need at:  
<http://www.justice.gouv.qc.ca/english/publications/generale/creance-a.htm>

On this website, you will also be able to access simplified documents to make a request for Small Claims.

You might as well seek help to the Court in Quebec in person or by phone:

Court of Quebec  
Louis-Philippe-Pigeon building  
1200, route de l'Église  
Quebec (Quebec) G1V 4M1  
Phone number: 418-643-5140  
Free of charge number: 1-866-536-5140  
E-mail: [informations@justice.gouv.qc.ca](mailto:informations@justice.gouv.qc.ca)

**Important:** *this information do not constitute a legal notice. If you wish to seek legal advice in this process, you should get in touch with a legal expert.*

## Students' services

### **3. Steps to follow to resume your driving course in any other certified driving school**

To follow up your training in any other AQTr certified driving school, you would need to show the certificate (also commonly known as “attestation”) illustrating the various theory modules and/or in-car sessions that you have already taken at your previous school.

If you have not received the attestation yet and that you were part of a school that was suspended, revoked or closed, you will receive one from the AQTr.

Once you have the certificate, follow these steps:

- Go online and have a look at the list of the AQTr certified driving school located in your area : [www.aqtr.com](http://www.aqtr.com)
- Go and enrol at a new driving school with the attestation from the AQTr. This paper will allow you to resume your course, since the driving school will be able to check exactly which theory or practical classes you still have to attend;
- Sign a contract with the new school. Note that all the services provided by the new school are billable;
- Once you have succeeded the whole driving training, you will get another attestation from this driving school;
- **Remember to bring along both attestations** (i.e. the one from the AQTr and the one from the 2<sup>nd</sup> driving school) when you go to the SAAQ to take the final road test. Also, have at hand the letter for the RSEP form the AQTr.

---

## Déclaration sous serment / Sworn Statement

---

Je soussigné(e)/I, the undersigned, \_\_\_\_\_  
(Prénom / First name) (Nom / Last name)

Résident(e) et domicilié(e) au /  
Living and domiciled in \_\_\_\_\_  
(Adresse / Address)

À/in \_\_\_\_\_  
(Ville / City) (Code postal / Zip code)

\_\_\_\_\_  
(Téléphone / Phone number) (Courriel / Email address)

Déclare m'être inscrit(e) le (date  
d'inscription) / I confirm my  
my enrolment on \_\_\_\_\_  
(Registration date) (JJ/MM/AA – DD/MM/YY)

À l'école de conduite (nom) /  
At the driving school (name) \_\_\_\_\_

Située au / Located at \_\_\_\_\_  
(Adresse / Address)

À / in \_\_\_\_\_  
(Ville / City) (Code postal/ Zip code)

À cette école, j'ai suivi / At this school, I attended \_\_\_\_\_ (nombre/amount) modules  
théoriques / theoretical modules et/and \_\_\_\_\_ (nombre/amount) sorties sur route / on-  
the-road sessions.

J'ai payé la somme totale de / I paid the total amount of: \_\_\_\_\_ \$.

J'ai payé le carnet d'accès à la route / I paid the Road Access Binder fees: \_\_\_\_\_ \$.  
 Inclus dans le prix total     Carnet vierge emprunté     Autre : \_\_\_\_\_  
/ Included in the total price    / Borrowed Road Access Binder    / Other

Les faits allégués dans le présent document sont véridiques à ma connaissance personnelle, et  
j'ai signé / I certify that to the best of my knowledge the information written down on the present  
document is true and I signed:

\_\_\_\_\_  
Signature de l'élève / Student's signature

\_\_\_\_\_  
Date (JJ/MM/AA – DD/MM/YY)

### ASSERMENTÉ DEVANT MOI / SWORN IN MY PRESENCE

À / in \_\_\_\_\_ ce / on \_\_\_\_\_

---

Commissaire à l'assermentation  
/ Commissioner for Oaths

Pour le district de / for the district of

**CERTIFICAT DE PROLONGATION / CONTINUATION CERTIFICATE**

**Client #. : 54051**

<b>No. de Cautionnement / Bond number</b>	<b>De / From (J-M-A)</b>	<b>À / To (J-M-A)</b>
LP 54051 14892	2016/01/01	2018/01/01

<b>Émis au nom de / Issued in the name of :</b>
9146-7548 Québec inc. FAS Euréka

<b>En faveur de / In favour of :</b>	<b>Montant de couverture / Amount of coverage:</b>
Association québécoise des transports	50 000\$

*Le cautionnement précité est par les présentes prolongé pour la période comprise entre les dates mentionnées ci-dessus, sous réserve des dispositions et conditions dudit cautionnement. Il est par les présentes convenu que la responsabilité de la caution en vertu du cautionnement, du présent certificat et de tout autre certificat, n'est nullement cumulative, mais reste, en tout temps limitée au montant indiqué dans le cautionnement.*

*The aforementioned Bond is hereby extended for the period of time included between the dates mentioned above, subject to the terms and conditions of the said Bond. It is agreed that the Surety's responsibility as per the Bond issued, the present certificate and all other certificates, is (are) not cumulative, but remain(s) at all times limited to the amount stated in the Bond.*

L'UNIQUE assurances générales inc. /  
L'UNIQUE General Insurance Inc.

*Maggy Magnier*

Représentant(e) autorisé(e) / Attorney-in-fact

F25.00.08

L'UNIQUE assurances générales inc. / L'UNIQUE General Insurance Inc.  
Québec (siège social) : 625, rue Saint-Amable, C. P. 17050 Québec (Québec) G1K 0E1  
Montréal : 425, boul. de Maisonneuve Ouest, bureau 750 Montréal (Québec) H3A 3G5