



Student's services

Object: Refund for unperformed services from Feu Vert Inc driving school course follow-up in another driving school

Dear Madam,
Dear Sir,

You were identified as being a customer of a driving school, the license of which was closed on February 22nd 2016. Actually, Feu-Vert Inc driving school stopped its activities relative to the road safety education program.

The Association québécoise des transports (AQTr) was mandated by the SAAQ to take in charge the Programme de reconnaissance des écoles de conduite. This is why, when one of the AQTr certified driving schools happens to be suspended or revoked, 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 follow up the driving course in another certified school.

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*Please disregard this letter if you are in one of the following cases : services rendered completely, practical exam passed at the SAAQ or driver's license obtained.

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

Although this contract is expiring on the 30th of January 2017, the insurance company informed us that it would actually end sooner than that; more precisely on the 22nd of May 2016, after the school's annulment. Even though you could submit your request until the **22nd of May 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.



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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.qc.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.

We hope that you will find this helpful.

Best regards,

SB/aga

Sylvie Basque
Chief of staff,
Student's services

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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?

In order to help you in this process, the AQTr strongly recommends you to read the following information.

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.qc.ca the requested documents or by mail to this address: 6666, rue Saint-Urbain (office 470), Montréal (Québec), H2S 3H1. 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 your 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 bank, your insurance company, your town hall, notary's office 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.

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 contract). Although this contract is expiring on the **January the 30th 2017**, the insurance company informed us that it would rather come to an end three months from the cancellation date of the Security contract, which is **May the 22nd 2016**. This means that the AQTr needs to send all the reimbursement requests at least on the 22nd of May 2017
- to the insurance company. Therefore, although you could submit your request until the **22rd of May 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 1st of August 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 of 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: 1-866-563-5140
E-mail: informations@justice.gouv.qc.ca

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

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 certificate 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.qc.com
- Go and enrol at a new driving school with the certificate 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 certificate from this driving school;
- **Remember to bring along both certificates** (i.e. the one from the AQTr and the one from the 2nd 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 _____



Cautionnement
Tél 514.875.0600
Sans frais 800.361.9427
Télec 514.875.0666

La Compagnie d'Assurance Travelers du Canada

1010, rue de la Gauchetière ouest
Bureau 1100
Montréal (Québec) H3B 2N2
www.travelerscanada.ca

Certificat de renouvellement

Client: Auto École Feu Vert Longueuil Inc.
1210 ch. de Chambly
Longueuil, Québec J4J 3W6

Bénéficiaire: Association Québécoise des Transports (AQTr)

Facture no.: MC95020735-5

Cautionnement: 95020735

Période du: 30 janvier 2015
Au: 30 janvier 2016

Nature: Licence et permis
Type: École de Conduite

Montant: \$60,000.00

Devise: Canadienne

Détail: Prime de Renouvellement

Ce certificat est susceptible des mêmes clauses, dispositions et exclusions que celles du contrat original et des amendements y figurant. La prolongation du cautionnement est de plus assujettie à la condition que la responsabilité maximale déterminée de la compagnie ne soit pas cumulative ni n'excède, en aucune circonstance, le montant de la responsabilité de ladite compagnie indiqué ci-dessus. Toute référence à la Caution dans le cautionnement doit être amendé pour lire "La Compagnie d'Assurance Travelers du Canada" puisque la dénomination sociale Compagnie d'Assurance London Garantie a changé à Compagnie d'Assurance St. Paul Garantie en date du 1er janvier 2003 en vertu de lettres patentes modificatives, La Compagnie d'Indemnité du Nord, Inc. et Compagnie d'Assurance St. Paul Garantie ont fusionné et poursuivi ses activités en une seule société sous la dénomination sociale Compagnie d'Assurance St. Paul Garantie en date du 1er janvier 2004 en vertu de lettres patentes de fusion, la dénomination sociale Compagnie d'Assurance St. Paul Garantie a changé à La Compagnie Travelers Garantie du Canada en date du 1er janvier 2007 en vertu de lettres patentes modificatives, et la dénomination sociale La Compagnie Travelers Garantie du Canada a changé à La Compagnie d'Assurance Travelers du Canada en date du 1er mai 2012 en vertu de lettres patentes modificatives.

LA COMPAGNIE D'ASSURANCE TRAVELERS DU CANADA

Mandatire autoriséé: Lucie Lamontagne