



Compliance and Student
Services Department

BY MAIL / EMAIL

Montreal, November 17th, 2017

**Subject: Refund for unperformed services at *Centre d'apprentissage en conduite du Québec Inc.* driving school
And follow-up of your course in another driving school**

Dear Madam,
Dear Sir,

You were identified as being a student who started a driving course in a school which closed recently. Indeed, your former driving school, *Centre d'apprentissage en conduite du Québec Inc.*, stopped its activities related to the *Road Safety Education Program* on **November 13th, 2017**.

The Association québécoise des transports (AQTr) is mandated by the SAAQ to support students from suspended, revoked or closed driving schools in their process to transfer to another school. The AQTr will therefore provide students with a certificate (aka. attestation) to allow them to complete the driving course in another certified school and help students to get a refund for paid services that have not been delivered by the school.

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

Please do not take this letter into account if you are in any of the following situations: services rendered completely, practical exam passed at the SAAQ or probationary license obtained.

The insurance company informed the AQTr that the bond is expiring on **February 13th, 2018**. So, you have until **February 12th, 2019** to submit your request to the AQTr, **you should do this as soon as possible**.

Indeed, for you request to be complete and examined by the insurance company, you must provide the AQTr with a proof of payment for each payment you made to the school.

Also, be aware that you could be granted a lesser amount of money than submitted, since the driving school or the insurance company will determine the final amount to which they think you are entitled.

The logo for AQTr, featuring the letters 'AQTr' in a bold, black, sans-serif font. The 'Q' and 'T' are connected, and the 'r' has a small tail. The logo is set against a yellow square background.

L'expertise en transport

*Compliance and Student
Services Department*

Furthermore, the AQTr would like to inform you that the present letter, as well as the enclosed documents – which are also available online at 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.

We hope that you found this information useful in order to transfer to another driving school.

Best regards,

A handwritten signature in black ink, appearing to be 'Sylvie Basque'. The signature is written in a cursive style with some loops and flourishes.

SB/fp

Sylvie Basque
Chef de service
Service du suivi des élèves
Programme de reconnaissance
des écoles de conduite

Enc.: memo, security contract and sworn statement

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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:

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. On that day, make sure to send 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 permit. *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.;
- Any proof of your progress in the driving program.
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.

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

- The AQTr sends a final request 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). The insurance company informed the AQTr that the bond is expiring on **September 16th, 2018**. You have until **February 12th, 2019** to submit your request to the AQTr, you should do this as soon as possible. Afterwards, once the AQTr receives the security from the Insurance Company, will send you a reimbursement cheque. However, keep in mind that due to the various delays described above, it could be possible that no cheque would be issued before **June 1st, 2019**. 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

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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 attestation yet and that you were part of a school that was suspended, revoked or closed, you will receive one from the AQTr.

In order for the AQTr to provide you with an attestation, please send all the documents mentioned above (page 1) by email to services.prec@aqtr.com or by mail to 6666, rue Saint-Urbain (office 470), Montréal (Québec), H2S 3H1.

Once you have received the driving course attestation, here is what you should do:

- Go online and have a look at the list of the AQTr certified driving school located in your area : 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;
- 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 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.



CAUTIONNEMENT PAR POLICE INDIVIDUELLE DE GARANTIE ÉCOLE DE CONDUITE

CAUTIONNEMENT N° : 52500211-005

MONTANT: 60,000 \$

Période : du 2016-09-16 au 2018-09-16

Nous, Centre D'Apprentissage En Conduite Du Québec Inc. 1020C BOUL DU LAC, LAC-BEAUPORT QC, G3B 0W8 ci après appelé Débiteur principal et La Capitale assurances générales inc., ci après appelée la Caution, sommes obligés solidairement envers Association Québécoise Des Transports ci après appelé Bénéficiaire, pour la somme de, soixante mille dollars (60,000 \$), monnaie légale du Canada, au paiement de laquelle nous nous engageons solidairement par les présentes envers le Bénéficiaire, ainsi que nos héritiers, nos exécuteurs, nos administrateurs, nos successeurs et nos représentants légaux respectifs.

ATTENDU QUE le Débiteur Principal exploite ou entend exploiter une école de conduite et a obtenu une accréditation à cet effet;

ATTENDU QUE l'exercice de ce commerce oblige, suivant le document intitulé Exigences détaillées relatives à la reconnaissance des écoles de conduite par les organismes accréditeurs habilités par la Société de l'Assurance automobile du Québec, le Débiteur principal à fournir un cautionnement dans le but d'indemniser les élèves en cas de fraude, faillite ou insolvabilité de l'école de conduite, qui n'ont pas été remboursés des sommes versées par eux, à titre d'acompte ou de versement en vertu du contrat avec l'école de conduite, pour toute séance théorique et/ou pratique non reçue dans le cadre d'un cours de conduite;

IL EST ENTENDU ET CONVENU QUE le présent cautionnement est valide pour toute la durée de l'entente (un an minimum) et que la Caution ne peut y mettre fin que moyennant un avis écrit d'au moins trois mois à AQT-Association québécoise des transports.

IL EST ENTENDU ET CONVENU QUE la Caution s'engage solidairement avec le Débiteur principal à payer d'abord le capital, les intérêts et les frais accordés par tout jugement final prononcé contre le débiteur principal, son représentant, le syndic ou la caution, ou constatés dans une entente ou transaction intervenue entre un élève, d'une part et le débiteur principal, son membre, son administrateur, son formateur, son préposé, son représentant, le syndic ou la caution, d'autre part, et mettant fin à un litige en vertu d'un contrat visé par le cautionnement.

IL EST ENTENDU ET CONVENU QUE la responsabilité totale de la Caution en vertu du présent cautionnement ou de tout renouvellement de celui ci est limitée à la somme mentionnée ci dessus ou à toute autre somme qui y sera substituée au moyen d'un avenant ou d'un certificat de prolongation;

IL EST ENTENDU ET CONVENU QUE malgré l'expiration du présent cautionnement, la Caution demeurera obligée en vertu du présent cautionnement à la condition qu'une réclamation en découlant soit faite dans le délai d'un an suivant l'expiration de ce cautionnement et que l'acte ou l'omission qui est à l'origine de cette réclamation se soit produit à un moment où le présent cautionnement était en vigueur;

IL EST ENTENDU ET CONVENU QUE si l'école cesse ses activités, le cautionnement sera retenu tant que l'école n'aura pas fourni la preuve à AQT-Association québécoise des transports que tous les remboursements dus aux élèves ont été effectués;

La Capitale assurances générales inc.

625, rue Jacques-Parizeau
C.P. 17100
Québec (Québec) G1K 9E2

Téléphone : 418 266-9600 • 1 800 644-0607

IL EST ENTENDU ET CONVENU QUE si le montant du cautionnement est inférieur au montant total des réclamations, le cautionnement sera réparti au prorata des créances respectives;

EN FOI DE QUOI le Débiteur principal a signé les présentes et la Caution y a apposé son sceau corporatif dûment reconnu par la signature de ses officiers accrédités les jours et an mentionnés.



Centre D'Apprentissage En Conduite Du Québec Inc.

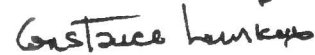
Témoin



Témoin

Débiteur Principal

La Capitale assurances générales inc.



Mandataire

Aucune commission n'a été versée à l'agent.

La Capitale assurances générales inc.

625, rue Jacques-Parizeau
C.P. 17100
Québec (Québec) G1K 9E2

Téléphone : 418 266-9600 • 1 800 644-0607

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Formule 7508 (2012-09)



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 _____