



L'expertise en transport

SERVICE DU SUIVI DES ELEVES

BY EMAIL/MAIL

Montreal, June 13, 2017

Subject: Refund for unperformed services and follow-up of your course in another school after *PROGRESS* driving school's closure

Dear Madam,
Dear Sir,

You were identified as being a student who started a driving course in a school which closed permanently on May 16, 2017. Indeed, *PROGRESS* driving school ceased permanently its activities related to the *Road Safety Education Program*.

If you wish to receive a driving course certificate (aka. attestation) or to get a refund for unperformed services, you can first of all contact the head office of *PROGRESS* driving school, which is located at 3755 boulevard Saint-Martin Ouest, office 103, Laval, Québec, H7T 1A7.

If the previous step does not work out, you can turn to the Association québécoise des transports (AQTr). Indeed, the AQTr is mandated by the SAAQ for the Driving School Recognition Program, and 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 get a refund for paid services that have not been delivered by the school.

Please disregard this letter if you are in any of the following situations: 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 document describing the different steps to follow, a copy of the Security contract and a sworn statement to sign.

Although this contract initially expires on August 28, 2017, the insurance company informed us that it would actually end on August 16, 2017, after the school's annulment. Even though you could submit your request to the AQTr until **July 27, 2018, you should do this as soon as possible.**

Please note that 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.

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.

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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.

The AQTr hopes that you find the above-mentioned information useful in the process of pursuing your driving lessons.

Best regards,

A handwritten signature in black ink, consisting of several loops and a long tail, identifying Sylvie Basque.

SB/fp

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

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Enclosed documents: memo, security contract and sworn statement

Association québécoise
des transports



Programme de reconnaissance
des écoles de conduite

6666, rue Saint-Urbain
Bureau 470
Montréal (Québec)
H2S 3H1

Téléphone : 514.595.9110
Sans frais : 1.855.595.9110
Télécopieur : 514.370.8559

AQTr.com
reception.prec@aqtr.com

v. 2017-08

STUDENT'S MEMO

Transfer Process and Refund for Unperformed Services Request Procedure

If you decide to resume your driving course in a new driving school, you should read the following information carefully:

1. **Procedure to follow to be granted a refund and/or receive your driving course attestation:**

Make an appointment with one of the AQTr's representative in order to get a reimbursement or an attestation. Please call 514-595-9110, extensions 400 (reception desk), 375 or 417. That day, make sure to 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 permit. *If you have not got any yet or only have a paper one, add a copy of your medical insurance that shows your photo;*
- Any proof of payment you made to the driving school: i.e. cash withdrawals receipts, credit card statements, cheques copies, receipts, etc.;
- The student's 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. If necessary, the AQTr will contact you for further information;
- The sworn statement which you signed in front of a sworn assessor*.

* 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.

The refund process:

- ✓ If your file is eligible, the AQTr sends a formal demand to the driving school to pay for the amount of money that is due. If the school answers this 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). Afterwards, once the AQTr receives the security from the Insurance Company, she will send you a reimbursement cheque. Be aware that you could be granted a lesser amount of money than submitted. Your request might also be denied by the bond company. In addition, keep in mind that due to the various delays described above, it could be possible that no cheque would be issued before **October 1, 2018**.
- ✓ 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
Email: 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.

2. 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 to do so, make an appointment with one of the AQTr’s representative. Please call 514-595-9110, extensions 400 (reception desk), 375 or 417. That day, make sure to bring all the documents mentioned on page 1 (see section 1).

What should you do after receiving the certificate?

- 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;
- Sign a contract with the new driving school. Please note that you will be charged for any new services rendered by the school;
- 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.

CERTIFICAT DE PROLONGATION / CONTINUATION CERTIFICATE

Client #. : 6452

No. de Cautionnement / Bond number	De / From (J-M-A)	À / To (J-M-A)
LP 6452 91916	2016/08/28	2017/08/28

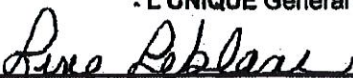
Émis au nom de / Issued in the name of :
9204-0740 Québec inc.

En faveur de / In favour of :	Montant de couverture / Amount of coverage:
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.**



F25.00.08

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

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

Québec (siège social) : 625, rue Saint-Amable, C. P. 17050 Québec (Québec) G1K 0C1
Montréal : 425, boul. de Maisonneuve Ouest, bureau 750 Montréal (Québec) H3A 3G5

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