



BY MAIL

**Subject: Refund for unperformed services Igor Express 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 whose permit was closed. Indeed, your former driving school, *Igor Express Inc.*, stopped its activities relative to the Safety Education Program on **December the 5<sup>th</sup>, 2016**.

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.

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 and a sworn statement to sign.

*\*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.\**

Although this contract initially indicated expiration on **January 1, 2018**, the insurance company informed us that it would actually end on **March 5, 2017**, after the school's annulment. Even though you could submit your request to the AQTr until **February 23<sup>rd</sup>, 2018**, **you should do this as soon as possible**. Thus, if some documents (receipts, etc.), which are part of the request, are missing, you will still have the opportunity to send them to the AQTr on time for the AQTr to transfer them to the insurance company before the expiration of the bond policy. 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.



## STUDENT'S SERVICES

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.

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](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  
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

## STUDENT'S SERVICES

### 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:

Make an appointment with one of the AQTr's representative in order to start the process. Please call 514-595-9110 extensions 400 (reception), 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, 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.

## STUDENT'S SERVICES

- 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 **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 **5<sup>th</sup> of March 2017**. This means that the AQTr needs to send all the reimbursement demands at least on the **5<sup>th</sup> of March 2018** to the insurance company. Therefore, although you could submit your request until **23<sup>rd</sup> of February 2018** 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, it could be possible that no cheque would be issued before the 1<sup>st</sup> of May 2018. 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 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.

## STUDENT'S 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.

Make an appointment with one of the AQTr's representative in order to start the process. Please call 514-595-9110 extension 400 (reception) and then come to this address: 6666, rue Saint-Urbain (office 470), Montréal (Québec), H2S 3H1. That day, make sure to bring all the documents mentioned on page 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](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;
- 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.

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## Déclaration sous serment / Sworn Statement

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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 \_\_\_\_\_

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Commissaire à l'assermentation  
/ Commissioner for Oaths

Pour le district de / for the district of \_\_\_\_\_

**CERTIFICAT DE PROLONGATION / CONTINUATION CERTIFICATE****Client #. : 51009**

<b>No. de Cautionnement / Bond number</b>	<b>De / From (J-M-A)</b>	<b>À / To (J-M-A)</b>
LP 51009 13059	2016/01/01	2018/01/01

<b>Émis au nom de / Issued in the name of :</b>
9135-2914 Québec inc.

<b>En faveur de / In favour of :</b>	<b>Montant de couverture / Amount of coverage:</b>
Association québécoise des transports	70 000\$

*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 0E1  
Montréal : 425, boul. de Maisonneuve Ouest, bureau 750 Montréal (Québec) H3A 3G5