

Students' services

Montreal, October 14, 2015

**Object: Refund for unperformed services from Universal 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 suspended or revoked by the Société d'assurance automobile du Québec (SAAQ). Indeed, your former driving school, Universal inc driving school, was revoked on **October 2, 2015**.

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, revoked or 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 follow up the driving course in another certified 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.

Although this contract is expiring on the **February 25th 2016**, the insurance company informed us that it would actually end sooner than that; more precisely on the **January 8th, 2016**, after the school's annulment. Even though you could submit your request until the **January 8th, 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.ca – 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

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:

Make an appointment with one of the AQTr's representative in order to start the process. Please call 514-595-9110 extensions 375 or 400 and 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 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

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contract). Although this contract is expiring on the **February 25th 2016**, 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 **January 8th 2016**. This means that the AQTr needs to send all the reimbursement demands at least on the **8th of January 2017** to the security company. Therefore, although you could submit your request until the **8 of January 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 June 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

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.*

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.

Make an appointment with one of the AQTr's representative in order to start the process. Please call 514-595-9110 (extensions 375, 400 or 417) and then come to this address: 6666, rue Saint-

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Urbain (office 470), Montréal (Québec), H2S 3H1. That day, make sure to bring all the documents mentioned on page 1.

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.ca;
- 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 _____

POLICE N° / POLICY NO

797-1537 REMPLACE JEV 5570306

CAUTIONNEMENT

ASSURE / INSURED

9163-5318 QUEBEC INC. DBO
UNIVERSAL DRIVING SCHOOL
1484, SHEVCHENCO
LASALLE
(QUEBEC)

G7J 2B3

DURÉE DU CONTRAT

Adh. ou, heure normale d'adresses présentes

Jour Mois An Jour Mois An

25 02 2014 25 02 2016

CERTIFICAT DE CONTINUATION 3N

Day Month Year Day Month Year

12:01 AM Standard time at the address as stated here

POLICY PERIOD

TRANSACTION / TRANSACTION

PRISE D'EFFET

DU CHANGEMENT

Jour Mois An

LA PRÉSENTE ASSURANCE EST CONSENTIE SUR LA
BASE DES DÉCLARATIONS CONSIGNÉES AUX
CONDITIONS PARTICULIÈRES ET MOYENNANT LE
PAIEMENT DE LA PRIME.

IN CONSIDERATION OF THE PREMIUM STATED, THE
INSURER WILL INDEMNIFY THE INSURED IN ACCOR-
DANCE WITH THE TERMS AND CONDITIONS OF
THE POLICY.

Day Month Year

EFFECTIVE DATE

OF MODIFICATION

ACTIVITES:
ECOLE DE CONDUITE

DETAIL DES GARANTIES

NO	DESCRIPTION	FORMULAIRE	MONTANT	PRIME
50	CAUTIONNEMENT DE L'EXPLOITANT D'UNE ECOLE DE CONDUITE	289.5-1	50 000	
BENEFICIAIRE: ASSOCIATION QUEBECOISE DES TRANSPORTS				

FAIT LE 11-12-2013 SEQ. 00