

Students' services

Montreal, July 15th 2015

**Object: Refund for unperformed services from Galaxie 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 June 30th 2015. Actually, Galaxie 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.

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.

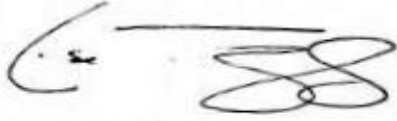
Although this contract is expiring on the 11th of February 2016, the insurance company informed us that it would actually end sooner than that; more precisely on the 7th of October 2015, after the school's annulment. Even though you could submit your request until the **7th of October 2016** to the AQTr, **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.

We hope that you will find this helpful.

Best regards,



LT/sb

Lise Tourigny
Executive Head
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.

I. Procedure to follow to be granted a refund:

1. Make an appointment with one of the AQTr's representative in order to start the process. Please call 514-595-9110 extensions 375, 400 and 417. That day, make sure to bring along the following documents:

- 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;*
- A copy of the contract that you signed with the driving school;
- 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 counter (i.e. Caisse Desjardins), to any arrondissement town hall or to any lawyers' office with the carefully filled in document, where you will therefore sign and date the document in the presence of the attorney or a sworn assessor.

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. The AQTr will provide you with the refund in case the school denies the previous request.
- Indeed, if the school does not comply with the AQTr's demand, the AQTr will send collective indemnity request to Insurance Company of the driving school (see copy of the

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Security contract). Although this contract is expiring on the **11st of February 2016**, 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 **7th of October 2015**. This means that the AQTr needs to send all the reimbursement demands at least on the 7th of October 2016 to the security company. Therefore, although you could submit your request until the **7th of October 2016** 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 December 2016. 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: 1-866-563-5140
E-mail: informations@justice.gouv.qc.ca

Important: *these documents 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.*

II. 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 or revoked, you will receive one from the AQTr.

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Make an appointment with one of the AQTr's representative in order to start the process. Please call 514-595-9110 (extensions 400 or 417) 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.qc.ca;
- 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.

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

Bur Pascal Monga

CERTIFICAT DE PROLONGATION / CONTINUATION CERTIFICATE

Client #. : 7032

**École de conduite Galaxie
360, Lawrence, bur.2200
Greenfield Park, QC J4V 2Z4**

No. de Cautionnement / Bond number	De / From (J-M-A)	À / To (J-M-A)
92321	2015/02/11	2016/02/11

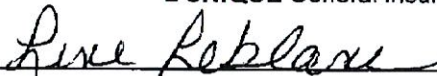
Émis au nom de / Issued in the name of :
9265-3195 Québec inc.

En faveur de / In favour of :	Montant de couverture / Amount of coverage:
AQTR-Ass. québécoise du transport et des routes	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 0E1
Montréal : 425, boul. de Maisonneuve Ouest, bureau 750 Montréal (Québec) H3A 3G5
Mississauga : 7150, Derrycrest Drive, Mississauga (Ontario) L5W 0E5
Calgary : 12111 40th Street S.E. Unit 137, Calgary (Alberta) T2Z 4E5