



BY MAIL

**Subject: Refund for unperformed services at National 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You were identified as being a student who started a driving course in a school whose permit was revoked by the Société de l'assurance automobile du Québec (SAAQ). Indeed, your former driving school, National Inc. driving school, was revoked on **November 25, 2016**.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.

1

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

The insurance company informed the AQTr that the bond is expiring on **March 21st, 2017⁽¹⁾**. So, you have until **June 10th, 2018⁽¹⁾** 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.



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,

SB/fp

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

2

Enclosed documents: memo, security contract, questionnaire and sworn statement

⁽¹⁾ Please note that these dates are subject to change without notice

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 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.;
- 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 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 contract). The insurance company informed the AQTr that the bond is expiring on **August 20th, 2017** ⁽¹⁾. You have until **June 10th, 2018** ⁽¹⁾ to submit your request to the AQTr, you should do this as soon as possible. Afterwards, once the AQTr receives the payment 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 **October 1st, 2018** ⁽¹⁾. 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 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.

⁽¹⁾ Please note that these dates are subject to change without notice

CERTIFICAT DE PROLONGATION / CONTINUATION CERTIFICATE

Client #. : 7694

No. de Cautionnement / Bond number	De / From (J-M-A)	À / To (J-M-A)
92517	2015/08/20	2017/08/20

Émis au nom de / Issued in the name of :
École de conduite National inc.

En faveur de / In favour of :	Montant de couverture / Amount of coverage:
Association québécoise des transports	60 000\$

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

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 at _____
(Adresse / Address)

À/in _____
(Ville / City) (Code postal / Postal code)

(Téléphone / Phone number) (Courriel / Email address)

Déclare m'être inscrit(e) le (date
d'inscription) / Declare that I
registered 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/ Postal 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-
road sessions.

J'ai payé la somme totale de / I paid a total amount of: _____ \$.

J'ai payé le carnet d'accès à la route / I paid the Road Access Binder : _____ \$.
 Inclus dans le prix total Carnet vierge emprunté Autre : _____
/ Included in the total price / Borrowed Road Access Binder / Other

Je déclare solennellement que les renseignements faisant l'objet de cette déclaration sont
véridiques et complets/ I solemnly declare that all the information in this statement is accurate
and complete.

Signature de l'élève / Student signature

Date (JJ/MM/AA – DD/MM/YY)

ASSERMENTÉ DEVANT MOI / SWORN BEFORE ME

À / in _____ ce / on _____

Commissaire à l'assermentation
/ Commissioner for Oaths

Pour le district de / For the district of