

PROCEDURE

Compensation is a financial protection mechanism for the benefit of consumers. Under certain circumstances, the Office de la protection du consommateur can provide you with such compensation.

Compensation is made possible through a security merchants must provide to the Office in order to be issued or maintain a permit or licence. This security provides you with better protection should the merchant fail to abide by its obligations.

Form

This form has been made available to you: You can:

- fill out the form on screen, and then print and sign it; or
- print out the form, fill it out legibly by hand and sign it.

Documents to enclose with the form

In order for your claim to be accepted, you must show that the merchant failed to abide by its obligations. You may enclose the documents indicated in this form with your claim. In certain cases, certified or original copies may be required. It is important that you keep a copy of your documents.

Processing times

You will receive an acknowledgment of receipt within 30 days.

Please plan for 7 to 8 months for your claim to be processed as of the date the file of the merchant in question has been posted. Once a compensation file has been posted, it remains open for 6 months. The consumers concerned may file a claim during that period. After 6 months, the file is closed and the amount of compensation you will receive is determined, in consideration of all of the claims received.

If the merchant's file remains posted on the Office website after 6 months, this means that funds are still available and that a claim for compensation may still be filed.

Amount paid

If the total amount of the eligible claims exceeds the amounts that are available, compensation will be allocated on a pro rata basis. The compensation amount you will receive may therefore be lower than the amount to which you are eligible.

Conditions

You may be compensated directly from the security the Office holds on behalf of the merchant in either of the following situations:

- you have obtained a judgment against a merchant that holds a permit or licence, its representative or the security; or
- you have entered into an agreement or a transaction with a merchant that holds a permit or licence, its representative or the security.

The merchant must have held a permit or licence associated with a security provided to the Office when you did business with that merchant.

Other compensation options

If your claim for compensation is denied in full or in part, you may have other recourse options. For more information, refer to the page titled [Other possibilities for compensation](#).

Before filling out this form, check whether a compensation file in the name of the merchant concerned has been opened. To do so, go to the compensation section of the website of the Office de la protection du consommateur: <https://www.opc.gouv.qc.ca/en/consumer/indemnisation/>. If there is no such file, contact the Office, and an officer will explain the procedure to follow.

1. Information about the merchant

Name: _____
Address: _____

2. Information about the consumer

Name: _____
Address: _____
Email address: _____
Telephone (home): _____ Telephone (cell): _____

3. Documents to provide

The following documents may be enclosed with your claim:

- | | Check (if enclosed) |
|--|--------------------------|
| • the signed contract entered into with the merchant; | <input type="checkbox"/> |
| • proof of purchase (e.g. invoice) or payment (e.g. copy of both sides of a cheque, copy of a credit card receipt or statement, etc.); | <input type="checkbox"/> |
| • proof of transaction (e.g. membership card, registration document, etc.), if applicable; | <input type="checkbox"/> |
| • a judgment rendered against the merchant or its representative, if applicable; | <input type="checkbox"/> |
| • the agreement entered into with the merchant, if applicable; | <input type="checkbox"/> |
| • any other document you may deem relevant. | <input type="checkbox"/> |

4. Information about the contract

Membership contract

Date of contract signature: _____
Membership start date: _____
Length of membership: _____
Goods or services specified in the contract: _____
Goods or services received: _____
Total dollar amount of the contract: _____
Amount paid to the merchant: _____

Other contract, if applicable (sports equipment, clothing, dietary supplements, private trainer services, etc.)

Date of contract signature: _____

Goods or services specified in the contract: _____

Goods or services received: _____

Total dollar amount of the contract: _____

Amount paid to the merchant: _____

5. Justification

- Briefly explain what justifies your claim for compensation.
- If you are unable to provide the suggested documents, please explain why.

Please enclose another sheet if more space is required.

6. Reimbursement by a third party

Have you filed a claim for reimbursement with a third party (such as your credit card issuer) for the situation that is the subject of this claim for compensation?

Yes No

If Yes, have you received a reimbursement?

Yes, please specify the amount: _____ No

7. Signature

Consumer's signature

Date

8. Sending the claim for compensation

Please submit your duly completed and signed form, as well as the supporting documents, by mail or online, through our Secure Document Submission service.

Online:

pes.opc.gouv.qc.ca/indemnisation?lang=en

By mail:

Office de la protection du consommateur Direction
des permis et de l'indemnisation 400, boulevard
Jean-Lesage, suite 450 Québec (Qc) G1K 8W4