

THE  
**AMF**  
can help you

TO REACH  
the  
**AMF**

INSURANCE SOLD  
without the help of a  
**certified representative**

The *Autorité des marchés financiers* (AMF) is the regulatory and oversight body for Québec's financial sector.

The AMF's mission is to protect the public by enforcing laws and regulations that govern the following areas: insurance, securities, distribution of financial products and services, and deposit institutions (other than banks).

The AMF can provide additional information about the **obligations** of insurers and distributors.

For information on an **insurance product**, contact the insurer at the address or numbers provided in the distribution guide.

[www.lautorite.qc.ca](http://www.lautorite.qc.ca)

#### Québec City

Place de la Cité, tour Cominar  
2640, boulevard Laurier, bureau 400  
Québec (Québec) G1V 5C1

#### Montréal

800, square Victoria, 22<sup>e</sup> étage  
C.P. 246, tour de la Bourse  
Montréal (Québec) H4Z 1G3

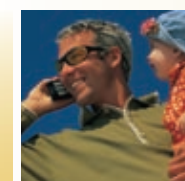
#### Information Centre:

##### Telephone

Québec City: 418 525-0337  
Montréal: 514 395-0337  
Toll-free: 1 877 525-0337  
Fax: 418 647-9963

##### Website

[www.lautorite.qc.ca](http://www.lautorite.qc.ca)



## A LENDER OR MERCHANT offers you insurance...

**When you apply for automobile financing or a mortgage on a home, or when you purchase certain goods and services such as a trip, the lender or merchant may offer:**

- Group life, health and loss of employment insurance on your loan;
- Travel insurance (generally offered by travel agencies).

There are specific rules governing the sale of the above-mentioned types of insurance. The lender or merchant, who is then called the distributor, does not need to be a representative certified by the *Autorité des marchés financiers* (AMF).

» **To help you decide if the insurance product is right for you, the distributor is **REQUIRED** to give you a document called a **DISTRIBUTION GUIDE**.**

The distribution guide is a reference document that explains the nature and scope of the insurance being offered as well as any exclusions. It is prepared by the insurer and filed with the AMF.

### EXAMPLE

Johanne takes out a loan to purchase a home. The lending officer at the financial institution (distributor) offers group life, health and loss of employment insurance along with the loan. This employee is not certified to sell insurance products. **Before** selling Johanne insurance on her loan, the employee is required to give her a **distribution guide** and describe its contents.

To help her decide if the insurance product is right for her, Johanne reads the distribution guide.

## BEFORE you buy the insurance...

- Have you read through the eligibility requirements, exclusions and restrictions, including those concerning pre-existing illnesses and injuries?
- The distributor cannot force you to buy the insurance that he is offering. If the insurance is mandatory, it can be purchased through another insurer or an AMF certified representative. You may already have the necessary coverage.

### When offering an insurance product, the distributor must:

- Give you a distribution guide;
- Describe the coverage offered and the exclusions;
- Indicate his or her remuneration for the sale (if it exceeds 30% of the cost of the insurance);
- Tell you if there are other insurance products on the market that feature similar coverage (if mentioned in the distribution guide);
- Ask if you are already covered by this type of insurance (for example, insurance through your employer) and invite you to check if you are uncertain;
- Explain how to submit a claim and advise you of the deadline;
- Tell you how long the insurer has to pay your claim and explain your recourse if the insurer refuses to pay.

## YOU DECIDE to buy the insurance...

### THE INSURANCE APPLICATION

- Correctly answer all questions on the insurance application. If you fail to declare previous or current health problems, for example, a claim could be turned down.
- Never sign this type of document under pressure. Take the time to read the insurance application and understand the information it contains.
- If you have questions, don't hesitate to ask! It's your responsibility as a consumer.
- The insurer offers a consulting service. The contact information for this service is provided in the distribution guide.

### TEN DAYS TO CANCEL YOUR INSURANCE CONTRACT

The distributor must give you a notice of cancellation stating that you have the option of cancelling your contract, at no cost, within 10 days of signing it. Any premiums that have already been paid will be reimbursed by the insurer.

### WRITTEN CONFIRMATION WITHIN 30 DAYS

If you purchase group life, health or loss of employment insurance on a loan, the distributor must provide confirmation that you are insured within 30 days of the purchase.

### IF YOU WANT TO FILE A COMPLAINT...

Start by calling the insurer at the number indicated in the distribution guide. If you are still unsatisfied, communicate with the AMF.