



REQUEST FOR ASSISTANCE

450-462-9800 1-800-440-7170

4905 Lapinière Blvd. Suite 2200 Brossard (Québec) J4Z 0G2

oaciq.com info@oaciq.com Madam, Sir,

If you have experienced a problem, the OACIQ Public Assistance Department is there to help you. Its mandate is to assist you when this problem involves a real estate or mortgage agency or broker. Be assured that we take every request very seriously and the OACIQ Public Assistance Department will make every effort to find a fair and equitable solution to your request.

Please complete the *Request for Assistance* form on page 2, explaining what happened. As soon as your request is received, it will be assigned to one of our analysts¹ who will take care of it promptly.

Please send us your duly signed request by email, mail or fax to the following address:

Public Assistance Department, OACIQ

4905, boul. Lapinière, bureau 2200 Brossard (Québec) J4Z 0G2

Tel.: 450-462-9800 or 1-800-440-7170

Fax: 450-676-5627 assistance@oaciq.com oaciq.com

If possible, include a copy of any relevant documents that you have in your possession such as brokerage contract, promise to purchase, annexes, document describing the immovable or enterprise, emails and other documents, etc.

Note that the Public Assistance Department's analysts have various means at their disposal to settle disputes wherever possible. As applicable, your request may be forwarded to the appropriate department. If you are not satisfied with the way your case was settled, you may request that it be submitted to the Syndic.

Yours sincerely,

Public Assistance Department Team

Need help to complete your request for assistance?

The Info OACIQ agents will be glad to assist you. 450-462-9800 / 1-800-440-7170 info@oaciq.com

Where necessary, this information will be used or disclosed in accordance with the requirements of the *Act respecting access* to documents held by public bodies and the protection of personal information, R.S.Q., c. A-2.1, and other applicable laws. For this purpose, only the documents relevant to the processing of your request will be kept; the others will be confidentially destroyed or returned to you if they are originals. Please note that under this Act and subject to its terms and restrictions, you have the right to access and correct the personal information concerning you.

¹ Only analysts, management and administrative support staff of the OACIQ Public Assistance Department and, if applicable, of other concerned departments, will have access to personal information contained in your request or in the documents attached thereto.



REQUEST FOR ASSISTANCE

Form exclusively reserved for the public

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NATURE OF APPLICANT			

Organisme d'autoréglementation du courtage immobilier du Québec 4905 Lapinière Blvd., Suite 2200, Brossard (Québec) J4Z 0G2 450-462-9800 or 1-800-440-7170 • assistance@oaciq.com • oaciq.com