

Notice regarding extension of comment period

Draft Regulation respecting complaint processing and dispute resolution in the financial sector

Credit Assessment Agents Act

(chapter A-8.2, ss. 66 and 73)

Insurers Act

(chapter A-32.1, s. 485, par. 1, and s. 496)

Act respecting financial services cooperatives

(chapter C-67.3, ss. 601.1 and 601.9)

Act respecting the distribution of financial products and services

(chapter D-9.2, ss. 216.1, 223, pars. 8, 11, 12 and 13.1)

Deposit Institutions and Deposit Protection Act

(chapter I-13.2.2, s. 43, par. u, and s. 45.9)

Derivatives Act

(chapter I-14.01, s. 175, pars. 13, 16 and 19.1)

Trust Companies and Savings Companies Act

(chapter S-29.02, ss. 277 and 286)

Securities Act

(chapter V-1.1, s. 331.1, pars. 8, 26 and 27.0.4)

Draft updated Sound Commercial Practices Guideline.

Insurers Act

(chapter A-32.1, ss. 463 and 464)

Act respecting financial services cooperatives

(chapter C-67.3, ss. 565.1 and 566)

Deposit Institutions and Deposit Protection Act

(chapter I-13.2.2, ss. 42.2 and 42.3)

Trust Companies and Savings Companies Act

(chapter S-29.02, ss. 254 and 255)

The comment period for the Draft Regulation respecting complaint processing and dispute resolution in the financial sector (the “Draft Regulation”), published on September 9, 2021, is extended until December 8, 2021. The comment period for the draft updated Sound Commercial Practices Guideline (the “Draft Updated Guideline”), published on October 21, 2021, is extended until December 17, 2021.

The Draft Regulation and section 6.10 of the Draft Updated Guideline are intended to harmonize and strengthen the fair processing of complaints in Québec’s financial sector. The AMF is seeking comments on these two drafts and their harmonization objective.

Comments

Comments regarding the Draft Regulation may be made in writing before **December 8, 2021**.

Comments regarding the Draft Updated Guideline may be made in writing before **December 17, 2021**.

Comments must be submitted to:

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Unless otherwise noted, comments will be posted on the AMF's website at www.lautorite.qc.ca. Therefore, you should not include personal information directly in comments to be published. It is important that you state on whose behalf you are making the submission.

Further Information

Additional information regarding the Draft Regulation is available from:

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Additional information regarding the Draft Updated Guideline is available from:

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