

## Sound Commercial Practices Guideline

**(Insurers Act, CQLR, c. A-32.1, ss. 463 and 464)**

**(Act respecting financial services cooperatives, CQLR, c. C-67.3, ss. 565.1 and 566)**

**(Trust Companies and Savings Companies Act, c. S-29.02, ss. 254 and 255)**

**(Deposit Institutions and Deposit Protection Act, CQLR, c. I-13.2.2, ss. 42.2 and 42.3)**

The Autorité des marchés financiers (the “AMF”) is publishing for consultation the draft update of its Sound Commercial Practices Guideline for authorized insurers, financial services cooperatives, authorized trust companies, savings companies and other authorized deposit institutions, initially published in June 2013.

Elements reflected in the draft update of the Guideline include:

- The November 2017 update of the International Association of Insurance Supervisors' Insurance Core Principle (ICP) 19
- Publication in September 2018 of Guidance: Conduct of Insurance Business and Fair Treatment of Customers by the Canadian Council of Insurance Regulators and the Canadian Insurance Services Regulatory Organizations
- Division 10 of Part 4 of the Budget Implementation Act, 2018, No. 2, which amends the Bank Act in order to strengthen the financial consumer protection framework
- An Act mainly to improve the regulation of the financial sector, the protection of deposits of money and the operation of financial institutions, S.Q. 2018, c. 23
- Observations and recommendations based on the AMF's supervisory activities in respect of financial institutions and on best practices identified across jurisdictions at the international level
- The AMF's Draft Regulation respecting complaint processing and dispute resolution in the financial sector, published for consultation on September 9, 2021

Persons interested in submitting their comments are invited to provide them no later than **December 3, 2021**. It should be noted that comments submitted will be made public unless otherwise noted.

### Request for comments

Comments must be submitted to:

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## **Further information**

Further information is available from:

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**October 21, 2021**