

By E-Mail: [REDACTED]

Montréal, September 9, 2022

**RE: Request for access – List of licensed adjusters and adjusting firms over the last five (5) years period.  
Our file: GDC05-06-01-3262**

[REDACTED]

This is further to the access request received on August 25, 2022, at the Corporate Secretariat of the *Autorité des marchés financiers* (the “AMF”) regarding the above-mentioned matter.

As requested, as of August 29, 2022, there are 3171 claims adjusters with certification issued by the AMF, 158 firms and 16 independent agents registered in the sector of claims adjustment.

Please find enclosed Appendix 1 with the List of Claims Adjustments Firms on August 29, 2022.

Furthermore, see below, the numbers of registrants (firms, independent agents and representatives) authorized to engage claim adjustments activities in Québec for the past five years. Note that these statistics are published yearly in the AMF Annual reports (French version only) available online at <https://lautorite.qc.ca/en/general-public/publications/amf-publications/annual-reports>.

Registrants	On March 31 2018	On March 31 2019	On March 31 2020	On March 31 2021	On March 31 2022
Firms and Independent agents	168	160	159	164	170
Claims adjusters	3057	3179	3294	3251	3164

Québec

Place de la Cité, tour Cominar  
2640, boulevard Laurier, bureau 400  
Québec (Québec) G1V 5C1  
Téléphone : 418 525-0337  
Numéro sans frais : 1 877 525-0337  
Télécopieur : 418 525-9512

Montréal

800, square Victoria, 22<sup>e</sup> étage  
C.P. 246, tour de la Bourse  
Montréal (Québec) H4Z 1G3  
Téléphone : 514 395-0337  
Numéro sans frais : 1 877 525-0337  
Télécopieur : 514 873-3090

However, as discussed with Mr. Kent Fortier on August 30, 2022, we are unable to provide you with the list of individuals registered as claim adjusters, since the AMF's register was established solely to enable the public to determine whether an individual is authorized to act as a representative. Since your request involves a use of the personal information contained in the register for purposes other than those for which it was collected, it is our opinion that this information will be used for unlawful ends within the meaning of section 55 of *An Act respecting access to documents held by public bodies and the protection of personal information*, CQLR, c. A-2.1 (the "Access Act"). For this reason, we must refuse to provide you with this list you have requested.

You may apply to the *Commission d'accès à l'information* ("CAI") for a review of this decision. Attached is a document explaining how to exercise this recourse.

Please note that in the event you contact the CAI to request a review of this decision, the AMF will ask the CAI to use its discretionary power set out in the second paragraph of section 137.1 of the Access Act to authorize the AMF to disregard your application since it is not consistent with the object of this Act concerning the protection of personal information.

In fact, the intended use of this information is for a purpose not relating to the purposes for which the register was created and made available to the public.

Yours truly,

*(s) Benoit Longtin*

M<sup>e</sup> Benoit Longtin  
Information Access Officer  
Assistant Corporate Secretary  
Autorité des marchés financiers

Encl.

***Section 55 of An Act respecting access to documents held by public bodies and the protection of personal information (R.S.Q., c. A-2.1)***

**55.** Personal information which, by law, is public is not subject to the rules for the protection of personal information set out in this chapter.

However, a public body that holds a file containing such information may refuse access to all or part of it or allow it to be examined only on the premises if the person in charge has reasonable cause to believe that the information will be used for unlawful ends.

**Section 137.1 of *An Act respecting access to documents held by public bodies and the protection of personal information* (R.S.Q., c. A-2.1)**

**137.1.** The Commission may authorize a public body to disregard applications that are obviously improper because of their number or their repetitious or systematic nature or an application whose processing could seriously interfere with the body's activities.

The same applies if, in the opinion of the Commission, the applications are not consistent with the object of this Act concerning the protection of personal information.

## NOTICE OF RECOURSE

(Pursuant to a decision rendered in accordance with the *Act respecting access to documents held by public bodies and the protection of personal information*, CQLR, c. A-2.1) (the « Act »)

### REVIEW

#### **a) Power**

Section 135 of the Act stipulates that every person whose request has been denied, in whole or in part, by the person in charge of access to documents or of the protection of personal information may apply to the *Commission d'accès à l'information* for a review of the decision. An appeal may also be brought for a failure to respond within the applicable time limit.

The application for review must be made in writing; it may state briefly the reasons for which the decision should be reviewed (section 137).

The *Commission d'accès à l'information* may be reached at the following addresses :

#### QUÉBEC CITY

Bureau 2.36  
525, boul. René-Lévesque Est  
Québec (Québec) G1R 5S9

Phone : (418) 528-7741  
Fax : (418) 529-3102

#### MONTRÉAL

Bureau 900  
2045, rue Stanley  
Montréal (Québec) H3A 2V4

Phone : (514) 873-4196  
Fax : (514) 844-6170

Toll-free number for both offices : 1-800-528-7741

#### **b) Grounds**

An application for review may be based on grounds pertaining to the decision, the time prescribed for processing the request, the mode of access to a document or information, the fees payable, or the application of section 9 (personal notes written on a document, sketches, outlines, drafts, preliminary notes or other documents of the same nature which are not deemed to be documents held by a public body).

#### **c) Time limit**

The application for review must be made to the *Commission d'accès à l'information* within thirty (30) days of the date of the decision or of the time granted by the Act to the person in charge for processing a request (section 135).

The Act specifically provides that the *Commission d'accès à l'information* may, for any serious reason, release the applicant from a failure to respect the thirty-day time limit (section 135).

## APPEAL TO THE COURT OF QUÉBEC

### **a) Power**

Section 147 of the Act stipulates that a person directly concerned may bring an appeal from a decision of the *Commission d'accès à l'information* before a judge of the Court of Québec on any question of law or jurisdiction. However, an appeal from an interlocutory decision may only be brought with leave of a judge of the Court of Québec. The judge shall grant leave if the interlocutory decision will not be remedied by the final decision.

### **b) Time limit**

Under section 149 of the Act, the motion for leave to appeal must be filed in the office of the Court of Québec, within thirty (30) days of receipt of the decision of the *Commission d'accès à l'information* by the parties.

### **c) Procedure**

Under section 151 of the Act, the notice of appeal must be served on the parties and on the Commission within ten (10) days after its filing at the office of the Court of Québec.