



CCIR Information Session

Annual Statement on Market Conduct (ASMC)

For Life and Health Insurers

November 30, 2023

Agenda

2



The Annual Statement 2023 form



Upcoming changes to the Annual Statement 2024 form



Updating the Complaint Reporting Tool



Consultation on the type and nature of complaints to be disclosed



Next steps

The ASMC 2023 form

Identification

4

ASMC form 2023

- ▶ New question: *Among Life - Individual class of insurance offered, what type of coverage are you offering?
- ▶ Added checkboxes on lines 117 and 118 for:

- ▶ Terms,
- ▶ Universal,
- ▶ Whole,
- ▶ and Other

**Among Life - Individual class of insurance offered, what type of coverage are you offering?*

117	Term <input type="checkbox"/>	Universal <input type="checkbox"/>	Whole <input type="checkbox"/>
118	Other <input type="checkbox"/>		

- ▶ Message updated on line 090 if the answer is “No”: Insurers that are only servicing existing policies are only required to complete the Identification, Governance (2.0), and Complaint section (11.0) , as well as the Complaint Reporting tool.

Governance

5

ASMC form 2023

- ▶ No change in either forms or instructions

Policies

ASMC form 2023

- ▶ Added detailed instructions about Life Individual Breakdown sub-class of Insurance
- ▶ Added an instruction about Accident and Sickness “Other”

3. POLICIES
DEFINITIONS

The reference period is the fiscal year for which the statement is filled.

Enter data for individual policies and group policies in their respective tables.

Except for the Number of Policies in Force at the End of the Previous Reference Period (01) which is the data from your last filed return (tab 3.0 Policies and column (10) or (05) per class of insurance), all of the information requested is for the reference period.

In Individual Policies, the Number of Policies in Force at the End of the Reference Period (10) is an automatic calculation of Policies in Force at the End of the Previous Period column (01) plus New Policies (03) minus all terminated policies from columns (05)+(06)+(07)+(08)+(09) and if necessary, plus adjustment (+/-) to balance policies (21) with explanation in general comments line 110.

Annuities, includes all types of annuity contracts, such as :
 -Variable Annuity (Segregated Funds);
 -Certain Annuity;
 -Deferred Annuity;
 -Guaranteed Annuity;
 -Indexed Annuity;
 -Life Annuity.

It also includes Guaranteed Interest Accounts (GIAs).

Main guarantee: indicates the number of insurance contracts according to the main guarantee (e.g. 1 individual long-term care insurance policy with life insurance = Only 1 policy for the purposes of this table). Provide explanation in general comments when a class of insurance reported in the Identification tab is not standalone.

*Life Individual class of insurance for each column available for input, indicate on line 010 the total number of individual policies. For the Life individual sub-class of insurance on lines 011 to 014 (individual policies), indicate the number of coverages. The number of coverages does not necessarily equal the number of policies. If there are data under "Other", provide detail in general comments.

** Accident and Sickness class of insurance for each column available for input, indicate on line 020 the total number of individual policies and on line 070 the total number of group policies. For the accident and sickness sub-class of insurance on lines 021 to 027 (individual policies) and on lines 071 to 077 (group policies) indicate the number of coverages. The number of coverages does not necessarily equal the number of policies (example: 1 individual insurance policy containing 5 coverages in accident and sickness insurance = 1 single policy but 5 coverages for the purposes of this table). If there are data under "Other", provide detail in general comments.

In Group Policies, except for the Number of Certificates in Force at the End of the Previous Reference Period, all of the information requested is for the reference period. However, with regards to data availability, the number of certificates could be calculated from any other date, within the reference period when the information is actually up to date. For example, if insurers receive information during the year, they will pick a date as near as possible to the End of the Reference Period. If information is received once a year, this date will now be the base period for ASMC filling from one year to the other. The Number of policies in force at the end of the reference period (05) is an automatic calculation of the Policies in Force at the End of the Previous Period column (01) plus new ones (03) minus Policies Cancelled or Terminated due to Contract of column (04) and if necessary, plus adjustment (+/-) to balance policies (21) with explanation in general comments line 110.

INDIVIDUAL POLICIES										
Class of Insurance (Main Guarantee)	Number of Policies in Force at the End of the Previous Reference Period (from your last filed return column (10))	Number of New Policies Issued	Number of Applications Declined by Insurer	Number of Customer Initiated Cancellations During the "Free Look" Period	Number of Customer Initiated Cancellations Excluding the "Free Look" Period (Including Lapses)	Number of Insurer Initiated Cancellations			Adjustment to Balance Policies (explanation needed in general comments row 110)	Number of Policies in Force at the End of the Reference Period
						Without any Refund of Premium	With Fully Refunded Premiums	With Prorated and Short-rated Premiums		
	(01)	(03)	(04)	(05)	(06)	(07)	(08)	(09)	(21)	(((01)+(03)) - ((05)+(06)+(07)+(0)+(09)) + (21))

Policies

ASMC form 2023

- ▶ Lines added for Life Individual subclasses Individual Policies:
 - ▶ Enter the total number of policies on line 010 (Individual)
 - ▶ Enter the number of coverages per subclass on lines 011 to 014

INDIVIDUAL POLICIES					
Class of Insurance (Main Guarantee)	Number of Policies in Force at the End of the Previous Reference Period (from your last filed return column (10))	Number of New Policies Issued	Number of Applications Declined by Insurer	Number of Customer Initiated Cancellations During the "Free Look" Period	Number of Customer Initiated Cancellations Excluding the "Free Look" Period (Including Lapses)
	(01)	(03)	(04)	(05)	(06)
010 Individual Life*					
011 Term					
012 Universal					
013 Whole					
014 Other					
020 Accident & Sickness**					
Critical illness					

Products

ASMC form 2023

- ▶ Added instructions on Existing products which now include Life Individual sub-class:
 - ▶ Life Individual sub-class – “Other” for Individual products
 - ▶ Accident and Sickness sub-class – “Other” for Individual and Group products
- ▶ For Life Individual Existing Products section:
 - ▶ Line 001 is now an automated calculation
 - ▶ Enter the number of product per subclass on lines 011 to 014 Life Individual
- ▶ For the list of new or modified products chart, update of the drop-down menu with Life Individual sub-classes options

4. PRODUCTS - INDIVIDUAL LIFE AND ACCIDENT AND SICKNESS
DEFINITIONS

The Reference Period is the fiscal year for which the statement is filled.

Products: Each combination of benefits presented under a same name, each plan and each package plan offered with a distinct duration is considered as a product. For purposes of this disclosure, an endorsement or an option included in the product are not considered a product.

Examples:

- Term Life 10 years - Life
- Whole life - Life
- Long Term Disability - Accident and Sickness
- Critical illnesses - Accident and Sickness
- Segregated Funds – Annuities

Existing products refer to those available for sale during the Reference Period. Populate the products offered for each sub-classes Life Individual (lines 011 to 014) and Accident and Sickness (lines 021 to 027). Life Individual and Accident and Sickness classes of insurance are an automated calculation totalling all the sub-classes of insurance under it. If there are data under “Other”, provide detail in general comments.

(02) Indicate the main guarantee of the product offered. Provide explanation in general comments when a class of insurance reported in the Identification tab is not standalone.

(05) Most significant Types of Changes to be reported are limited to changes initiated by the insurer or resulting of a decision made by the insurer. It excludes regulatory required changes. Please only include the most significant changes made, if more than one change was made to a product. The number of products modified should not exceed the number of products offered per class of insurance.


Existing Products		
	Class of Insurance (Main Guarantee)	Number of Products Offered
		(01)
001	Individual Life	0
011	Term	
012	Universal	
013	Whole	
014	Other	
002	Accident & Sickness	0
021	Critical illness	
022	Disability	
023	Health and dental	
024	Long term care	
025	Prescription drug	
026	Travel health	
027	Other	
TOTAL		0

Products

9

ASMC form 2023

- ▶ Added instructions on Existing products for Annuities Individual and Group :
 - ▶ If there are data on line 004 "Other" provide detail in general comments



6. PRODUCTS - INDIVIDUAL ANNUITIES

DEFINITIONS

The Reference Period is the fiscal year for which the statement is filled.

Products: Each combination of benefits presented under a same name, each plan and each package plan offered with a distinct duration is considered as a product. For purposes of this disclosure, an endorsement or an option included in the product are not considered a product.

Examples:

- Term Life 10 years - Life
- Whole Life - Life
- Long Term Disability - Accident and Sickness
- Critical illnesses - Accident and Sickness
- Segregated Funds – Annuities

Existing products refer to those available for sale during the Reference Period. If there are data under "Other", provide detail in general comments.

(02) Indicate the main guarantee of the product offered. Provide explanation in general comments when a class of insurance reported in the Identification tab is not standalone.

(05) Most significant Types of Changes to be reported are limited to changes initiated by the insurer or resulting of a decision made by the insurer. It excludes regulatory required changes. Please only include the most significant changes made, if more than one change was made to a product. The number of products modified should not exceed the number of products offered per class of insurance.

Annuities, includes all types of annuity contracts, such as :

- Variable Annuity (Segregated Funds);
- Certain Annuity;
- Deferred Annuity;
- Guaranteed Annuity;
- Indexed Annuity;
- Life Annuity.

also includes Guaranteed Interest Accounts (GIAs).

Premiums

10

ASMC form 2023

- ▶ Added specific instructions about Life Individual sub-classes:
 - ▶ Direct Premium Written,
 - ▶ New policies / Certificates sold by Internet,
 - ▶ New Direct Premiums sold by Internet



7. PREMIUMS

DEFINITIONS

All amounts reported must be in thousands of dollars.

References to the Quarterly Return / Annual Supplement: To specify the nature of the requested data, you will find below references to the Quarterly Return. However, note that the data to be provided in this form are not exactly the same as the Quarterly Return. The requested information in this table, including segregated funds, is non-consolidated and must be provided by distribution channels. The amount of the automatic calculation in columns (19) for each class of insurance should be similar to the amount reported in the Quarterly Return / Annual Supplement for these same class of insurance without exceeding it. If the amount reported for a class of insurance is higher, provide details in general comments.

The information to be reported in this tab excludes reinsurance.

For the Direct Premium Written and Internet New Direct Premiums, Life Individual and Accident and Sickness classes of insurance are an automated calculation totalling all the sub-classes of insurance under it. For the Number of New Policies / Certificates Sold by Internet column (01), as for the policies tab, please indicate on line 190 the total number of individual life policies, 200 the total number of individual policies and on line 205 the total number of group policies and for the individual Life and accident and sickness sub-class of insurance on lines 191 to 194 and 221 to 227 (individual policies) and on lines 231 to 237 (group policies) the number of coverages. The number of coverages does not necessarily equal the number of policies.

A product is considered to be sold by Internet/online if the entire sale process is done online without using the services of an agent or broker. If you or your distribution channels (Independent Channels and Direct or Exclusive Channels) sell your products through the Internet, you must answer "Yes" to question 140, column (01). We do not consider it sale by internet if a sale is completed by a licensed agent after the consumer obtains information or price from a website.

Annuities, includes all types of annuity contracts, such as :

- Variable Annuity (Segregated Funds);
- Certain Annuity;
- Deferred Annuity;
- Guaranteed Annuity;
- Indexed Annuity;
- Life Annuity.

It also includes Guaranteed Interest Accounts (GIAs).

Premiums

ASMC form 2023

- ▶ For Life Individual Premiums by distribution channel (in thousands of dollars - non-consolidated data)
 - ▶ Line 010 is now an automated calculation
 - ▶ Enter the amount per subclass on lines 011 to 014 columns (01) to (03)

Premiums by distribution channel (in thousands of dollars - non-consolidated data)				
Class of Insurance	Direct Premiums Written			
	Reference to the Quarterly Return / Annual Supplement: Schedule 95.010 - Row "Direct" 020, 120, 220, 320, 420 and 520 column (23) "Total In Canada"			
	Includes segregated funds			
	Independent Channels	Direct or Exclusive Channels	Other Distribution Channels	TOTAL (\$000)
	(01)	(02)	(03)	(19)
Life				
010 Individual	0	0	0	0
011 Term				0
012 Universal				0
013 Whole				0
014 Other				0
020 Group				0
Subtotal	0	0	0	0

Premiums

ASMC form 2023

- ▶ For Individual Life Number of New Policies / Certificates Sold by Internet column (01)
 - ▶ Enter the total number of new policies on line 190
 - ▶ Enter the number of coverages per subclass on lines 191 to 194
- ▶ For Individual Life Internet New Direct Premiums Written column (02)
 - ▶ Enter the premiums per subclass on lines 191 to 194

140 Do you sell products through the Internet?		(01)
If yes, please provide information for product sold by Internet excluding renewals (for the purposes of this form, Internet sales are also included in the above table):		
Class of Insurance	Number of New Policies / Certificates Sold	New Direct Premiums Written (In thousands of dollars)
	(01)	(02)
Life		
190 Individual		0
191 Term		
192 Universal		
193 Whole		
194 Other		
Group		

Distributors

13

ASMC form 2023


- ▶ No change in either forms or instructions

Sales and Servicing Incentives

14

ASMC form 2023

- ▶ Updated instructions
 - ▶ Moving or separating paragraphs
 - ▶ Clarification of references



9. SALES AND SERVICING INCENTIVES

DEFINITIONS

All amounts reported must be in thousands of dollars.

The information to be reported in this tab excludes reinsurance.

Life Individual and Accident and Sickness classes of insurance are an automated calculation totalling all the sub-classes of insurance under it.

For all questions: list only the incentives that are provided by the insurer by class of insurance and distribution channels. If the data is not available by class of insurance, please consider the data by Main Guarantee and provide explanation in general comments.

"Incentives" are monetary (including commissions) and non-monetary compensation provided by Insurers to employees, intermediaries and other persons or entities acting on their behalf in the sale and servicing of insurance products.

(21) to (23) Monetary incentives include commissions paid based on sales and services expected and provided (e.g. initial sales, renewals, trailers) and bonuses paid on achievement of performance targets (e.g. number/dollar volume of sales, retention, growth, fair treatment).

(31) to (33) Non-monetary incentives are non-cash benefits, rewards and privileges such as travel, goods and hospitality, entertainment, memberships, contest entry, insurer client referrals, access to services, also related to performance targets.

Annuities, include all types of annuity contracts, such as :

- Variable Annuity (Segregated Funds);
- Certain Annuity;
- Deferred Annuity;
- Guaranteed Annuity;
- Indexed Annuity;
- Life Annuity.

It also includes Guaranteed Interest Accounts (GIAs).

Sales and Servicing Incentives

ASMC form 2023

- ▶ For Life Individual incentives, Monetary columns (21) to (23) or Non-monetary columns (31) to (33) by distribution channel:
 - ▶ Line 010 is now an automated calculation
 - ▶ Enter the amount per subclass on lines 011 to 014

Incentives (\$000) by classes of insurance								
Class of Insurance	Monetary Incentives				Non-monetary Incentives			
	Independent Channels	Direct or Exclusive Channels	Other Distribution Channels	TOTAL (\$000)	Independent Channels	Direct or Exclusive Channels	Other Distribution Channels	TOTAL (\$000)
	(21)	(22)	(23)	(29)	(31)	(32)	(33)	(39)
Life								
010 Individual	0	0	0	0	0	0	0	0
011 Term				0				0
012 Universal				0				0
013 Whole				0				0
014 Other				0				0
Group				0				0

Claims

17

ASMC form 2023

- ▶ Updated instructions
 - ▶ The amount paid in benefits during the period should be reported in thousands of dollars (\$000)
- ▶ Moving or merging paragraphs



10. CLAIMS

DEFINITIONS

Except for the open Claims at the beginning of the Period row 010 which is the data from your last filed return (tab 10.0 Claims line 050 per class of insurance), all the information requested in this section is limited to claims that have been initiated for policies that are or were in force at the time the claim was incurred.

(03) and (04) Accident and Sickness class of insurance is an automated calculation totalling all the sub-classes of insurance from the table below lines 310 to 390.

A claim is considered opened or reported when the insurer has all the documents required to process the claim. The purpose of this question is to determine the processing time of a claim. If the date of receipt of the documents is not available, please use your average time to receive the documents to determine when the claim is "opened" or "reported" and indicate in the General Comments box the method used to determine the date of receipt of the documents.

The amount paid in benefits during the period should be reported in thousands of dollars (\$000).

The information sought is limited to complete denials of claims. A claim is considered denied if the insurer refuses to pay any amount of the claim. In those cases, no indemnity payment is made but payment of certain fees (expert fees, claim adjuster fees, etc.) may be made.

The Number of open claims at the end of the period line 050 is an automatic calculation of the open claims at the beginning of the period on line 010 plus the new claims opened on line 020 minus the claims closed from line 030 and minus those denied from line 040 and if necessary, plus adjustment (+/-) to balance claims line 049 with explanation in general comments line 230.

For Number of claims closed within (period) days from date of claim reported, the initial payment of a periodic payment / first installment of a payment is to be reported. For each class of insurance, the total of claims closed line 030 and claims denied line 040 must be equal to the total number of claims closed at lines 070 to 090, i.e. within 0 to over 181 days from the date of claims reported.

Average days to final payment does not include periodic payments or payments made in installments.

If Annuity data reported is for other than death benefit payments, provide explanation in general comments.

Annuities includes all types of annuity contracts, such as: Variable Annuity (Segregated Funds); Certain Annuity; Deferred Annuity; Guaranteed Annuity; Indexed Annuity; Life Annuity.


It also includes Guaranteed Interest Accounts (GIAs).

Complaint Examination

18

ASMC form 2023

- ▶ Updated instructions
 - ▶ Whether or not you have any complaints to report, you are required to complete and file (confirm) the Complaint Report.

 **11. COMPLAINT EXAMINATION** DEFINITIONS

Note that as of 2022, complaints to be entered and transmitted with your annual statement, are done so via the Complaint Reporting tool accessible throughout the year in the AMF's online services under the "Complaint Management" section.

Whether or not you have any complaints to report, you are required to complete and file (confirm) the Complaint Report.

001 Do you have a senior officer responsible for complaint handling? (01)

Indicate if the following are present within your organization: (01)

160 Documented complaint handling policies and procedures guideline	(01)
170 Complaint handling unit or department	(01)
180 Reporting mechanism regarding aggregated complaints on a periodic basis to management and the board of	(01)
190 Ongoing training program for staff whose activities include complaint handling	(01)

Protection of Personal Information

19

ASMC form 2023

- ▶ Updated instructions
 - ▶ The members of the Canadian Council of Insurance Regulators (CCIR), representing Canada's insurance regulators, expect protection of confidentiality of personal information policies and procedures adopted by Insurers to ensure compliance with legislation relating to privacy protection.

12. PROTECTION OF PERSONAL INFORMATION DEFINITION

The members of the Canadian Council of Insurance Regulators (CCIR), representing Canada's insurance regulators, expect protection of confidentiality of personal information policies and procedures adopted by Insurers to ensure compliance with legislation relating to privacy protection.

The information to be reported in this tab excludes commercial insurance products.

The breaches reported in this form are those that have a significant impact on the customer and require disclosure under applicable privacy legislation.

Breaches refers to incidents and occurrences based on applicable privacy legislation and provincial insurance legislation regardless of the number of individuals impacted by the breach.

010 Do you have policies and procedures in place regarding breaches in confidentiality and the protection of personal information? (01)

If yes, please indicate if the following are addressed by your policies and procedures:

Timely notification to customers of any breaches that could impact their interests or rights

Upcoming changes to the ASMC 2024 form

Governance 2024 changes

21

- ▶ An instruction for a new question:
 - ▶ Employees assigned in whole or in part to FTC are those whose duties are related to the FTC principles laid down by IAIS.
- ▶ A new question line 175:
 - ▶ Of the total number of employees in your organization on line 170, indicate the total number assigned to FTC Performance Assessment

2. GOVERNANCE		DEFINITIONS
<p>The reference period is the fiscal year for which the statement is filled.</p> <p>The Fair Treatment of Customers (FTC) is a principle that focuses on consumer outcomes, in particular, having due regard for the interests of the consumer and treating the consumer fairly. It refers to the consumer-related conduct of insurers and how insurers treat consumers at each stage of the life cycle of a product. The lifecycle of the product begins with its design to after-sales services and from the moment obligations under the contract arise until the point at which all obligations under the contract have been fulfilled.</p> <p>The outcomes associated with FTC as described by the International Association of Insurance Supervisors (IAIS) include the following:</p> <ul style="list-style-type: none">- Developing and marketing products in a way that pays due regard to the interests of customers;- Providing customers with clear information before, during and after the point of sale;- Reducing the risk of sales which are not appropriate to customers' needs;- Ensuring that any advice given is of a high quality;- Dealing with customer complaints and disputes in a fair manner;- Protecting the privacy of information obtained from customers; and- Managing the reasonable expectations of customers. <p>Total number of employees includes all types of employees (full time, contractual, etc.). It does not include employees from other organizations in your Financial Group.</p> <p>Employees assigned in whole or in part to FTC are those whose duties are related to the FTC principles laid down by IAIS.</p> <p>Audit(s)/review(s) refers to those conducted by the insurer and includes, but are not limited to, examinations, compliance reviews, internal audits and other assessments of market conduct.</p> <p>A product is considered to be sold by Internet/online if the entire sale process is done online without using the services of an agent or broker. If a sale is completed by a licensed agent after the consumer obtains information or a price from a website, it is not considered as an Internet sale.</p>		
001	Do you have senior officer(s) in charge of ensuring the development, implementation and enforcement of policies and practices related to the Fair Treatment of Customers?	(01)
170	Indicate the total number of employees in your organization	(01)
	Of the total number of employees in your organization on line 170, indicate the total number assigned to FTC Performance Assessment	(01)

Updating the Complaint Reporting Tool

The Complaint Reporting Tool

25

- ▶ Update of the “Product” category drop-down menu:
 - ▶ Reinstate cause for complaint: Adequacy of Product

Financial products or services

Select the financial products or services offered and the reasons for complaint that most accurately reflect the information in the complaint record.

Select the industry:

Life and Health Insurance



Select the class of insurance:

Life



Select the corresponding product type:

Individual



Select the distribution channel:

Select

Adequacy of product
Availability/Accessibility
Policy provisions
Policy value
Prospectus
Rate of Return (ROR)
Renewal
Other

Select



The Complaint Reporting Tool

26

- ▶ Updated Step 2 section of the Complaint Reporting Tool

The screenshot shows the 'Step 2 - Complaint reporting' section of the tool. It includes a 'Complaint reporting' header, a note about the reporting period (April 1 to May 1 inclusive), and a 'Submit a complaint report' section with two reporting periods: 'from July 1 to December 31, 2022' (related to securities advisers/dealers) and 'from January 1 to December 31, 2023' (related to firms/representatives/partnerships). A 'Submitted complaint reports' table is also visible, showing one report for the 2022 period.

Step 1 - Complaint entry Step 2 - Complaint reporting

Complaint reporting

1 Complaint reports are submitted during the reporting period, which is April 1 to May 1 inclusive. Make sure that the complaints to be reported have been updated before submitting your complaint report. Even if you have no complaints to report, you must submit a complaint report to inform us of this fact.

Submit a complaint report

Reference period: from July 1 to December 31, 2022
Reporting related to: Securities adviser, dealer

Reference period: from January 1 to December 31, 2023
Reporting related to: Firms, representatives and independent partnerships

Send the complaint report

Send the complaint report

Submitted complaint reports

Number of reports: 1

REFERENCE PERIOD	COMPLAINTS REPORTED	REPORTING RELATED TO	DATE SENT	CONFIRMATION NO.	SENT BY	EXPORT
July 1 to December 31, 2022	1	Firms, representatives and independent partnerships	2023-03-06 13:07:10 (ET)	LDPSF-20230306-130710441	Your Name	

The Complaint Reporting Tool

27

- Update the title of the next page in Step 2

Send the complaint report

Information summary

Reference period:
July 1 to December 31, 2022

Firm:
MY FIRM

Reporting related to:
Firms, representatives and independent partnerships

Report sent by:
Your Name

Date submitted:
3/6/2023

Statistics

Closed complaints (closing date indicated)	0
New complaints, in process (closing date not indicated)	1
Previous complaints, in process (closing date not indicated)	0
Withdrawn complaints	0
TOTAL COMPLAINTS REPORTED	1

Complaints reported

Number of complaints: 1 [Export the list](#) ↓

The Complaint Reporting tool

28

- ▶ Update the message in Step 1 to match the updates in Step 2

AUTORITÉ DES MARCHÉS FINANCIERS

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Complaint report

MY FIRM
Client number: 3000320956

Step 1 - Complaint entry | Step 2 - Complaint report

Complaint entry

Enter information about the complaints received by the firm relating to:

Firms, representatives and independent partnerships ▾

1 You can enter or update information about complaints received by the firm at any time.

During the annual reporting period of April 1 to May 1 inclusive, click **2** "Step 2 - Complaint report" to file your complaint report.

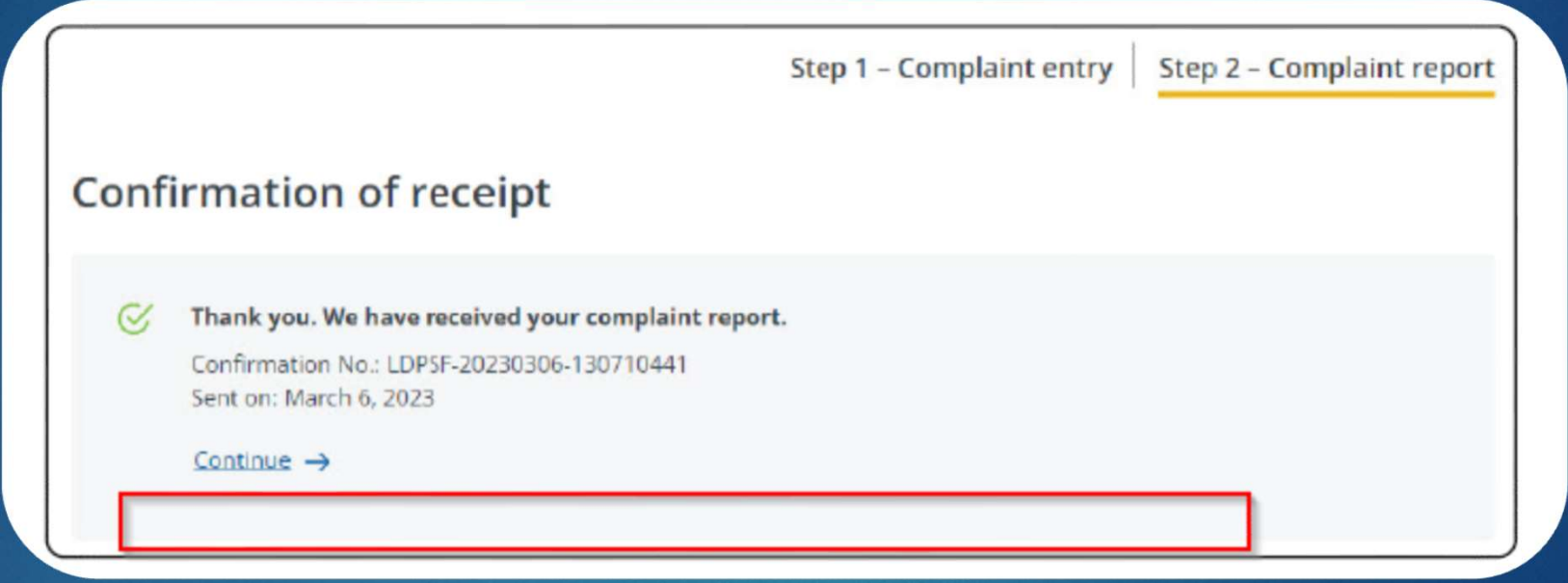
3

Contact us
Telephone (voicemail): 1 877 525-0337, ext. 4122
E-mail: rapportdeplaintes@lautorite.qc.ca

The Complaint Reporting Tool

29

- ▶ An additional contextual message



The screenshot displays a user interface for the Complaint Reporting Tool. At the top right, there are two tabs: "Step 1 - Complaint entry" and "Step 2 - Complaint report", with the latter being the active tab. Below the tabs, the heading "Confirmation of receipt" is visible. A light blue message box contains a green checkmark icon, the text "Thank you. We have received your complaint report.", the confirmation number "Confirmation No.: LDP5F-20230306-130710441", and the date "Sent on: March 6, 2023". Below the message box is a blue "Continue" button with a right-pointing arrow. At the bottom of the interface, there is a red-outlined rectangular input field.

Consultation on
the type and
nature of
complaints to
be disclosed

Next Steps

Next Steps



32

December 2023

- Consultation on changes to ASMC (2025 filing of 2024 ASMC data)

January 1, 2024

- Excel 2023 ASMC form available for download from your E-Services

March 1, 2024

- Filing period for the 2023 ASMC data

April 2024

- Information session on the upcoming complaint reporting

May 1, 2024

- Deadline to file the ASMC and Complaint Report 2023

Fall 2024

- Information session Year 9 ASMC (2025 filing of 2024 ASMC data)
- Consultation on changes to ASMC (2026 filing of 2025 ASMC data)

For questions email to:

- ▶ CCIR at: ccir-ccrra@fsrao.ca
- ▶ AMF at: infoform.pc-mc@lautorite.qc.ca