

Our commitments

Giving you the best possible service is at the centre of our concerns. The following commitments testify to this desire, and each day these commitments translate into concrete actions.

GREETING YOU COURTEOUSLY

- ◆ Identifying ourselves when addressing you.
- ◆ Taking time to listen to you attentively.
- ◆ Making sure that you fully understand the information we give you and that it answers your questions.

MAINTAINING CONFIDENTIALITY

- ◆ Receiving you in an area conducive to private discussion.
- ◆ Verifying your identity before providing services involving personal information about you.
- ◆ Making sure our employees consult only the personal information they require to perform their duties.
- ◆ Supporting our employees in the application of rules respecting confidentiality.

SERVING YOU COMPETENTLY

- ◆ Providing you with information that is clear, accurate and complete.
- ◆ Ensuring that our employees have up-to-date knowledge.

SERVING YOU PROMPTLY

- ◆ Meeting with you within an average of 10 minutes if you wish to renew or replace your Health Insurance Card or to notify us of a change of address, and within an average of 40 minutes for any other request (first registration, return to Québec, etc.).
- ◆ Answering your telephone calls within an average of three minutes.
- ◆ Sending you your Health Insurance Card within a period not exceeding 30 days.
- ◆ Registering you for the Public Prescription Drug Insurance Plan within no more than 24 hours.
- ◆ Replying within a maximum of 48 hours to an application for an exception drug authorization, if your application is complete.



Making improvements to our services is an ongoing process. Each year, in our annual management report, we present the results obtained regarding fulfillment of our commitments. You can consult the annual management report on our Web site.