

CUSTOMER SERVICE COMMITMENT

This publication was written by
the Registraire des entreprises.

It can be downloaded from the REQ website
at <http://www.req.gouv.qc.ca>.

NOTICE

This document was written to inform the public about the Registraire des entreprises service commitment and does not replace the texts of the statutes and regulations administered by the REQ.

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I. THE REQ IN BRIEF

The Registraire des entreprises (REQ) provides the services required to constitute an enterprise and to distribute information about enterprises active in Québec.

Our mission in the enterprise sector is to help protect the public and enterprises in their business relations and to administer the register of sole proprietorships, partnerships and legal persons (enterprise register). We provide our services to an extensive and diversified clientele: all types of enterprises, research institutes, professional firms, Québec government departments and agencies, and the general public. Thus every year the REQ:

- Incorporates slightly over 20,000 new companies;
- Updates the information on file for the approximately 600,000 enterprises listed in the enterprise register;
- Registers and assigns a unique number to over 75,000 enterprises;
- Answers more than 200,000 telephone requests for information and 50,000 more for information from the register, and receives some 80,000 customers at its offices in Québec City and Montréal, while also providing information about enterprises active in Québec through its website for free.

Real-Estate Brokerage

The law on real-estate broking entrusts the REQ and Administration with various provisions of framing. In particular! Monitoring the activities of two organizations created under the terms of this law are the Association of the brokers and the real-estate agents of Quebec and the Funds of the compensation for real-estate broking. The REQ must make sure that those discharge their mission in accordance with the law and the payments.

II. SERVICES

1. Incorporation

You can apply to the REQ to incorporate a company or non-profit organization. In so doing, you can request a Name Research Report or reserve your choice of name. You must also apply to the REQ to amend a corporate charter or wind up a corporation.

2. Enterprise register

The register contains information about enterprises active in Québec and has legal force. Registration takes the form of filing a Declaration of Registration with the REQ. Aside from exceptions permitted by law, registration is mandatory for all enterprises active in Québec. In addition to registering your enterprise through the REQ, you may also register any type of enterprise except for a corporation at the offices of the Ministère de la Justice or the Revenu Québec.

When you register your enterprise, you receive a Québec enterprise number (NEQ), which can be used in dealings with various Québec government departments and agencies.

3. Enterprise register consultation

You can obtain the following details about an enterprise from the register:

- General information (name and address, registration status, legal form);
- Economic activity sector;
- Other names used in Québec;
- Directors, shareholders, officers, partners, etc.;
- Establishments that the enterprise operates;
- Information about amalgamations.

You can also consult the register through the Internet (www.req.gouv.qc.ca) or simply by phone. In the latter case, there is a charge for each record you consult. You can also consult the register for free at REQ offices as well as in the offices of Superior Court clerks in most Québec courthouses. Queries are also accepted by fax, mail or email.

4. Compilations of information

Are you interested in developing new markets? Do you want a list of last month's new enterprises? What you need in that case is a compilation of information. This billable service, available online, gives you access to compilations of information in the register based on the following criteria:

- Geographic location;
- Activity sector;
- Creation date;
- New enterprises;
- Number of employees;
- Registration date.

5. Production of legal documents

Misplaced your Québec charter? Or do you have to provide a financial institution with proof of your enterprise's legal existence or that a document has been deposited in the register? All you have to do is submit a request to REQ by coming to our offices, or simply by contacting us by phone, fax, mail or email. Upon payment of the applicable fee, the REQ can issue the following documents:

- **Certification** of the status a register file;
- **Confirmation** that a document has been deposited in the register;
- The required **copy** of all or part of any document on file in the register.

III. OUR COMMITMENT

When you contact the REQ, you expect to receive attentive service from courteous, competent personnel. Here are the commitments to which the REQ and its staff intend to adhere.

■ Accessible services

The REQ IS COMMITTED to providing easily accessible services.

This means:

For all our customers:

- Service in French and, upon request, service in English in accordance with the Québec government's language policy;
- A website to:
 - Obtain information about our products and services;
 - Check the registration of an enterprise or available information about it at no charge;
- Free forms that can be obtained online or requested by phone;
- A toll-free line for calls from anywhere in Québec;
- Online services through our website;
- Enterprise registration, with the exception of corporations, in 40 Québec cities. You have the option of using our service counters in Québec City or Montréal, an office of the Revenu Québec, or a courthouse;
- Free online consultation of the enterprise register between 5 a.m. and midnight, seven days a week;
- Customer service representatives available at our offices in Québec City and Montréal from Monday to Friday between 8:30 a.m. and 4 p.m., except for Wednesdays when the hours are from 10:30 a.m. to 4 p.m.

■ **Courteous service**

The REQ IS COMMITTED to treating you courteously whenever you contact us.

This means:

- Responding to you in a friendly way;
- Listening to what you want;
- Always treating you politely.

In return, we hope you behave politely.

■ **Quality services and competent staff**

The REQ IS COMMITTED to giving you quality service with competent personnel at your disposal.

This means:

- Providing you with complete up-to-date information through our publications and our website;
- Resolving as much as possible on your first contact with a staff member;
- Periodically assessing your satisfaction with our services.

■ **Speedy services**

The REQ IS COMMITTED to providing you with prompt service.

This means:

For all our customers:

- When processing requests for general information received by mail, email or fax:
 - By responding within 15 working days;
 - If a response cannot be provided within that timeframe, informing you when you can likely expect a response.

- When processing requests for general information received by telephone:
 - The possibility of talking to a representative at any time during office hours;
 - If necessary, returning your call the same day or the next working day.

- For counter service:
 - First come, first served;

- For telephone service:
 - Your call answered by a representative within 90 seconds;

- For requests for service received by mail or at REQ counters or by one of our partners:
 - Adherence to the response times indicated in the following table:

Average Processing Time
(in working days)

Services	Requested by		
	Mail	REQ service counter	Revenu Québec offices or at courthouse
REGISTRATION			
Sole proprietorships, partnerships and other groups			
• Regular service	10 days	Same day	Same day
• Priority service ¹	1 day
Corporations			
• Regular service	10 days	5 days	...
• Priority service	1 day	1 day	...
Incorporation ²			
• Regular service	5 days	5 days	...
• Priority service	1 day	1 day	...
Other requests			
• Regular service	15 days	15 days	...
• Priority service ¹	1 day	1 day	...

1. 24-hour priority service is available for a fee for all services except processing of declarations, for which there is no fee.

2. These response times do not apply to corporations not incorporated under Part IA or III of the *Companies Act*.

Note: These response times only apply if, when making your request, you meet the legal requirements, provide complete information, and pay the required fee. Moreover, if you pay with an uncertified cheque, the delay will be increased by the number of days needed to clear the cheque.

IV. COMPLAINTS MANAGER

We value your opinion.

The Registraire des entreprises believes that feedback and, if applicable, complaints from customers about the level or quality of service can make a positive contribution to improving its services. Accordingly, the REQ has appointed a complaints manager to receive feedback and complaints from the public.

Before contacting the complaints manager, first try to obtain an explanation from our staff or reach an agreement with them. REQ personnel are there to serve you, inform you, and listen to you. They consider it their duty to respond to your requests and are qualified to resolve any situation that may arise.

Yet if you are unable to reach a satisfactory solution at that level, you can contact the complaints manager, who reports directly to the Registraire des entreprises. Your complaints or feedback will be treated as strictly confidential, as well as diligently in an effort to reach a constructive resolution.

You can contact the complaints manager at the following address:

Le responsable des plaintes
Registraire des entreprises
800 Place D'Youville
9th Floor
Québec City, Québec
G1R 4Y5

V. CONTACTING US

You can use our services or contact us in a number of ways, whichever you prefer: by writing or phoning us, in person at our service counters, online at your PC, or by fax. We also have brochures and folders available.

General information

Telephone: Québec City area: (418) 643-3625
Elsewhere in Québec: 1-888-291-4443
Fax: (418) 643-3336
Email: req@req.gouv.qc.ca
Website: www.req.gouv.qc.ca

Real-estate brokerage

Telephone: Monday to Friday: 8 h 30 à 16 h 30
(418) 528-9727
Fax: (418) 643-3336
Email: depcci@req.gouv.qc.ca

Entreprise sector

Telephone: Mondays, Tuesdays, Thursdays and Fridays: 8 h 30 à 16 h 30
Wednesdays: 10 h 30 à 16 h 30
Québec City area: (418) 643-3625
Elsewhere in Québec City: 1-888-291-4443
Email: req@req.gouv.qc.ca
Fax: (418) 528-5703

Counter service: Mondays, Tuesdays, Thursdays and Fridays: 8 h 30 à 16 h 30
Wednesdays: 10 h 30 à 16 h 00

Québec City counter

Registraire des entreprises
Direction des entreprises
Service des personnes morales
800, place D'Youville
Ground floor
Québec (Québec) G1R 4Y5
Fax: (418) 646-9660

Montréal counter

Registraire des entreprises
Direction des entreprises
Service des personnes morales
800, Tour de la Place Victoria
Promenade level
Montréal (Québec) H4Z 1H9
Fax: (514) 873-6431