

- any verbal or written request for a potential claim
- any fact or circumstance which might lead to a request for financial compensation against you for your professional services.

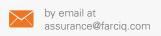


In the case of a claim, you must immediately notify the Insurance Fund (FARCIQ) **in writing** of the facts including:

- the complete contact information of the broker and his agency, if applicable, including his licence number
- the address of the property subject of the claim, if applicable
- the contact information of the claimant
- a description of accusations
- any other relevant document (formal notice, copy of your file, compensation claimed, etc)

Be vigilant and send all the information relating to a claim.







- STICK TO YOUR FIELD OF EXPERTISE
- 2 DOCUMENT YOUR RECORD
- 3 KEEP YOUR RECORDS IN A SAFE AND ORGANIZED WAY
- 4 INFORM THE PARTIES OF ANY CONFLICT OF INTEREST
- 5 ADVISE AND INFORM WITH OBJECTIVITY
- **6** ELIMINATE ANY DISCRIMINATION
- NEVER ASSUME
- 8 CHECK THE INFORMATION
- 9 RESPECT THE CONFIDENTIALITY
 OF INFORMATION
- 10 DETECT ALARM SIGNALS

Fonds d'assurance responsabilité professionnelle du courtage immobilier du Québec (FARCIQ)

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Committed to protect you!



Created in 2006, the Fonds d'assurance responsabilité professionnelle du courtage immobilier du Québec (FARCIQ) is an organization that was established to create a professional liability insurance program for all real estate and mortgage brokers and agencies in Québec.

OUR MISSION:

Protect policyholders' assets by taking out professional liability insurance

- by providing a protection in case of fault, error or omission that could be committed by the holder of a licence issued by the OACIQ in the performance of his professional activities
- by compensating the public for financial losses suffered in case of fault, error or omission
- by addressing the needs and concerns of its policyholders
- by helping its policyholders prevent risks associated with professional errors



No one is protected from a professional liability claim. The causes of these claims are various and the consequences resulting from them are many.

Here are a few examples of the most frequent claims:

- ✓ latent defects
- zoning
- ✓ underestimating property taxes
- client's instructions not followed
- sanitary facilities non-compliant with the regulations
- ✓ miscalculating the area
- condominium fees
- misrepresentations about the condition of the property sold
- sale without legal warranty
- miscalculating the mortgage penalty when refinancing a property and interest rates



The real estate professional must abide by certain practices, rules and obligations when carrying out his brokerage activities. The professional liability insurance is **mandatory** for all real estate or mortgage brokerage licence holders and provides a protection in case of an inadvertent fault, error or omission.



1ST STEP: CONTACT US

Contact us as quickly as possible to inform us about any situation that might lead to a claim.

2ND STEP: ANALYSIS OF YOUR RECORD

Our adjusters will analyze your record. For this verification, you must provide all the documents required for your case.

3RD STEP: DECISION

After analyzing the submitted claim, we will contact you immediately to let you know about our position on the claim.