

Excerpts from the *Act Respecting the Distribution of Financial Products and Services*

Sections quoted in the mandatory course 2022-2023: *You Be the Investigator!*

Section 5.

A damage insurance agent is a natural person who, on behalf of a firm that is an insurer or that is bound by an exclusive contract with a single damage insurer, offers damage insurance products directly to the public.

Section 6.

A damage insurance broker is a natural person who offers a range of damage insurance products from several insurers directly to the public, or who offers damage insurance products from one or more insurers to a firm, an independent representative or an independent partnership.

Section 10.

A claims adjuster is a natural person who, in the field of damage insurance, investigates insured losses, appraises damages and negotiates the settlement of claims.

The following are not claims adjusters:

- persons who, in pursuing activities in a field other than insurance, carry out one of the functions of a claims adjuster;
- natural persons who act as appraisers within the meaning of Title VI of the Automobile Insurance Act.

Section 16.

All representatives are bound to act with honesty and loyalty in their dealings with clients.

They must act with competence and professional integrity.

Section 27.

Insurance representatives must inquire into their clients' situation to assess their needs.

They must ensure to appropriately advise their clients regarding matters that fall within the sectors in which they are authorized to act; if they can, they shall offer their clients a product that meets their needs.

Section 28.

Insurance representatives must, before making an insurance contract, describe the proposed product to the client in relation to the needs identified and specify the nature of the coverage offered.

Insurance representatives must also indicate clearly to the client any particular exclusion of coverage, if any, having regard to the needs identified and provide the client with the required explanations regarding such exclusions.

Section 39.

Damage insurance agents and brokers must, when renewing an insurance policy, take the necessary steps to ensure that the coverage provided corresponds to the client's needs.



CHAMBRE
DE L'ASSURANCE
DE DOMMAGES

À VOS CÔTÉS
POUR PERFECTIONNER
VOS COMPÉTENCES