

MEDIA RELEASE

FOR IMMEDIATE RELEASE

Groupement des assureurs automobiles, a key ally for every Quebec driver

Montreal, December 18, 2017. Whether they have issues accessing auto insurance, they need a Joint Report, or to consult their claims record, drivers can count on *Groupement des assureurs automobiles* (GAA) to help them out.

GAA, which will celebrate its 40th anniversary in 2018, is clearly a key ally for all Quebec drivers. In fact, while it remains a discreet industry player, GAA is the organization that guarantees every driver [access to auto insurance](#).

This GAA mandate, granted in 1978, is laid down in the *Automobile Insurance Act*. Therefore, when drivers have difficulty getting insurance for their vehicle, the organization intercedes on their behalf with an insurer to access auto insurance. “Since auto insurance is mandatory in Quebec, GAA has a duty to guarantee access to all drivers”, noted Michel Lad route, Deputy Executive Director, at GAA.

Of the some 900 requests for information about access to auto insurance received by the Insurance Centre in 2016, 130 required assistance with insurers. The other cases were settled without GAA needing to intervene.

Up-to-date tools for everyone

GAA has a number of mandates. One is to produce and distribute the [Joint Report](#) – the document that comes in handy if you have an accident – which every driver keeps tucked away in his glove compartment. What’s new though is that, since March 2017, Quebec policyholders can download the Joint Report app on their smart phones and use it after an accident. It allows them to enter the information needed to make a claim to their insurer. In the nine months since it became available, the app has been downloaded by some 35,000 individuals. And the number keeps growing.

“We wanted to offer a new option for those who already do a lot of transactions on their smart phones. By downloading the Joint Report and completing the section on their personal information ahead of time, drivers can gain precious time if they run into trouble”, added Mr. Lad route.

Did you know that GAA also manages the [Fichier central des sinistres automobiles](#)? The data base tracks the accidents in which policyholders have been involved over the past six years, whether they’ve filed a claim or not. Drivers can access it on line free of charge. And policyholders can download their claims statement right away using the clicS QR authentication. Or, they can request a copy by mail or by going to GAA’s offices. Every year, some 20,000 individuals use this right.

Consumers can also access GAA's Insurance Information Centre, Monday to Friday, from 8.30 a.m. to 4.30 p.m., simply by calling 514 288-4321 or 1 877 288-4321 (outside Montreal).

About GAA

Groupement des assureurs automobiles' mission is to actively participate in developing the automobile insurance industry in Quebec and to safeguard consumers' interests, more specifically by guaranteeing them access to insurance, streamlining the claims settlement process and promoting fair and equitable premiums based on published statistical data.

– 30 –

Information (journalists only):

Caroline Phémus

Public Affairs Consultant

Telephone: 514 288-1563, ext. 2232