

**Agenda Item 4(e)(i)**  
**May 16/23 EOC Meeting**



Making Insurance Simple and Accessible for Canadians  
Rendre l'assurance simple et accessible pour les Canadiens

## ***You're Invited!***

***Quebec's Bill 96 (Charter of the French Language): Compliance Requirements and Related Considerations For Communicating With and Serving Consumers In The Life and Health Insurance Sector***

***A CAFII Virtual Fireside Chat with Romy Proulx and Paul Prosterman***

Thursday, May 18, 2023

from 1:00pm - 2:00pm ET

via Zoom Webinar



**Romy Proulx**

Associate, Litigation & Dispute Resolution Group

Stikeman Elliott

(For capsule biography, [click here](#))



**Paul Prosterman**

Senior Partner

Norton Rose Fulbright Canada LLP

(For capsule biography, [click here](#))

***This webinar will feature two expert panelists who will address the following in a virtual Fireside Chat with CAFII moderator Keith Martin:***

- The session will start with a brief PowerPoint presentation highlighting the major features of Quebec's Charter of the French Language (Bill 96), followed by an interactive panel discussion which will address the following:
- What constitutes a "contract of adhesion," especially with respect to credit protection insurance/creditor's group insurance and the various forms of travel insurance?
- This is an untested, new law with a lot of grey areas—how should businesses operating in Quebec in the life and health insurance space proceed?
- Have some companies decided to communicate only in French with Quebec consumers and clients going forward?
- What if companies send all written communications to consumers and clients in both French and English, with the French appearing first—would that meet the requirements of the Charter of the French Language?
- What is the role of the Office québécois de la langue française? What are its powers to enforce the Charter? Will it be providing guidance to businesses operating in Quebec?

- What should a business that serves Quebec consumers and clients via a call/contact centre take into consideration in deciding upon its approach to be in compliance with the Charter, in terms of both in-bound and out-bound communications to/from their call/contact centre?

[Click Here to Register](#)

For further information or assistance, please email Buni Mba at [webinars@cafii.com](mailto:webinars@cafii.com) or call 416-494-9224 ext. 3.

We look forward to welcoming you to this 2023 CAFII webinar .

Sincerely,

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