

Please read carefully before completing application and signing.

Purpose

407 ETR Concession Company Limited (“**407 ETR**”) has introduced an Exceptional Hardship Payment Plan Program (the “**Program**”) to assist those customers that have accumulated significant outstanding 407 ETR account balances and who would suffer “exceptional hardship” if the Ontario Registrar of Motor Vehicles refused to renew their vehicle permit or issue to them a new one. For certainty, outstanding 407 ETR account balances include balances incurred travelling on Highway 407 ETR and the Province of Ontario’s Highway 407 (the section East of Brock Road).

Eligibility

- you are a 407 ETR personal account holder
- the outstanding 407 ETR account balance is more than \$1,000 (including tolls, fees and interest)
- you have been denied the renewal of your vehicle permit or the issuance of a new vehicle permit
- the denial of the vehicle permit would be a threat to the health and safety of a person ordinarily transported by the vehicle; or you would suffer “exceptional hardship” if the renewal or issuance of your vehicle permit were to be denied
- you agree to all Program terms, including the payment plan structure and timelines, as further described below

The Program is not available to customers for whom the following apply:

- the outstanding amount is less than \$1,000
- alternate transportation is available, including public transportation
- arrangements can be made to do without the vehicle that is subject to plate denial
- renting or finding a replacement vehicle is possible
- previously qualified for the Program and failed to honour their commitments

Application Requirements

To apply to the Program, you are required to submit:

- a fully completed and signed application form accompanied by all relevant supporting documents
- an initial processing fee payment of \$30.00 by certified funds, cash, or money order
- provide any further information or documents, if requested by 407 ETR

Consents/Authorizations

You authorize 407 ETR to collect, use and disclose the personal information that you have provided in order to set up and manage your 407 ETR account, the terms of the Program, and to collect amounts you owe us. In the process of collecting amounts you owe us, we may use personal information provided by you and others, such as the Ministry of Transportation and collection agencies. We may request a consumer report that contains your personal information, ask for a credit investigation and share information about you with credit reporting agencies. Furthermore, subject to your admission into the Program and compliance with its terms, your personal, financial, employment and other information may be used for the purposes of, or in connection with, any action or proceeding against you for the recovery of your outstanding 407 ETR account balance.

Admission to Program

Please allow up to thirty (30) days from the date 407 ETR receives your application for a final decision to be made on Program eligibility. If your application to the Program is successful, you will be admitted to the Program, the initial processing fee payment of \$30.00 will be applied to your outstanding 407 ETR account balance.

Within 14 days of being notified of your admission to the Program, you agree to forward, via certified cheque/money order, a minimum initial payment equal to twenty-five per cent (25%) of the total balance owing to 407 ETR, as well as the stipulated number of consecutive post-dated cheques totalling the balance of your 407 ETR accounts. The initial payment along with the post-dated cheques must be delivered by mail or in person to 407 ETR Customer Service Centre located at 6300 Steeles Avenue West, Woodbridge, Ontario L4H 1J1.

Upon receipt of the initial payment and post-dated cheques, 407 ETR will notify the Registrar of Motor Vehicles to release your vehicle permit(s) from plate denial. The processing time to withdraw the plate denial notice can take up to ten (10) business days. In addition, 407 ETR agrees to cease the accrual of interest on the outstanding account balance at the time the payment package is received.

You agree to keep your *407 ETR account current in respect of all new charges*, and promptly notify the 407 ETR Ombudsman in writing within six (6) days if you change your licence plates, your vehicle, your address, or your financial information.

If, for any reason, any of your payments under this Program are late including, if a post-dated cheque is returned due to insufficient funds, that will constitute a breach of the Program terms.

Your failure to comply with any of the foregoing may result in your immediate and automatic discharge from the Program, reinstatement of plate denial, and the retroactive application of interest on your outstanding 407 ETR account balance from the date of your admission to the Program. Furthermore, your personal, financial, employment and other information may be used for the purposes of, or in connection with, any action or proceeding against you for the recovery of your outstanding 407 ETR account balance.

Unsuccessful Applications

If your application to the Program is unsuccessful, the initial processing fee payment of \$30.00 will be applied to your outstanding 407 ETR account balance, and your obligations, responsibilities, liability and status in respect of your said account will remain unchanged.

General

- Your admission into, and participation in, the Program is at the sole discretion of 407 ETR. 407 ETR may, in its sole discretion and at any time, amend the terms of the Program, and/or terminate the Program, on notice to you.
- You specifically acknowledge that your debt to 407 ETR shall remain due and outstanding until paid and discharged in full pursuant of the Program or otherwise.
- You hereby indemnify and save harmless 407 ETR and its affiliates and their respective directors, officers, employees, agents, successors and assigns from and against any and all claims, including all damages, liabilities, expenses, costs or any action or proceedings arising directly or indirectly from or in connection with the Program, and you hereby release and forever discharge 407 ETR, its affiliates and their respective directors, officers, employees and agents, of and from any and all actions, claims and demands howsoever arising out of or in relation to the Program.
- You represent that all information provided by you on and/or with your application is complete, accurate and true in every respect.
- The laws in force in Ontario shall apply to the Program and all matters relating to it, and the courts of Ontario shall have exclusive jurisdiction over all such matters.
- You declare that you have read and understood the contents of this document and agree to be bound by the same.

Name (Print)

Signature

Date

Mail: Office of the Ombudsman 407 ETR
Visit: 407 ETR Head Office
Call: (905) 264-4485

6300 Steeles Ave W, Woodbridge, ON L4H 1J1
 6300 Steeles Ave W, Woodbridge, ON L4H 1J1
Fax: (905) 264-4486 **Web:** www.407etr.com

The application must be accompanied by a certified cheque or money order in the amount of \$30.00, made payable to 407 ETR. The filing fee of \$30.00 will be credited towards their 407 ETR account. Please return this completed and signed form, your written material (including applicant's position and evidence) and filing fee to the mailing address.

407 ETR Account Number								
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Last Name	First Name	Middle Initial
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mrs.		

Address	Apt./Suite No.	City	Province	Postal Code

Home Telephone	Work Telephone	e-mail address
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PLATE DENIAL INFORMATION

Licence Plate No.	Province	Balance Outstanding
		\$

SUPPORTING INFORMATION

Current residential address (If different from above)

BRIEF SUMMARY OF APPLICANTS POSITION *(you may use this form or provide your own)*
 Please provide the applicant's position regarding the application for a Payment Plan due to Exceptional Hardship. (E.g. Any 'Compassionate Grounds' that may exist that should be taken into consideration, supporting documentation in the form of a physician/specialist letter that outlines a treatment schedule)

APPLICANT'S POSITION/SUPPORTING MATERIALS

I have attached my position and all the supporting documentation that I intend to use to support my application.
 I have included the \$30.00 Application processing fee in the form of a Certified cheque or money order payable to 407 ETR.

*Please allow 30 days from the date of receipt of application for a final decision to be rendered