

Aide-mémoire - Lost or stolen cards

You can use this checklist when applying to replace your cards, permits or certificates. For all details concerning the steps to take and the charges for obtaining these documents, please consult the Services Québec - [Cards, Permits or Certificates](#) electronic guide or the websites of the departments and agencies indicated therein.

Gouvernement du Québec

Card or document	Department or agency	Contact information	Telephone	Cost	Additional information
Health insurance card ("carte soleil")	Régie de l'assurance maladie du Québec Submit an online application or call the Régie to obtain a card replacement form. You may also go to one of the Régie's two offices, in Québec or Montréal, with two pieces of ID (only originals are accepted).	Québec area Montréal area Elsewhere in Québec www.ramq.gouv.qc.ca	418 646-4636 514 864-3411 1 800 561-9749	\$ 15 \$ 25	Online Service Form Free for persons 65 or over or for recipients of last-resort financial assistance (social assistance) ClicSÉQR authentication is required if you use the online service.
Note: To have your health insurance card and driver's licence replaced at the same time, go to a Société de l'assurance automobile du Québec service centre with two pieces of ID, including one with a photograph.					
Driver's licence Registration certificate	Société de l'assurance automobile du Québec Go to one of the Société's service centres or call the Division des services aux clients. ID is required.	Québec area Montréal area Elsewhere in Québec Teletypewriter (TTY) Montréal area Elsewhere in Québec	418 643-7620 514 873-7620 1 800 361-7620 514 954-7763 1 800 565-7763	\$12,80 \$ 4,40	Driver's licence Registration certificate
Disabled parking permit	Write to the Société, specifying the reason for the replacement.	Disabled parking permits (ACT 6630) Société de l'assurance automobile du Québec C. P. 19850 Succursale Terminus Québec (Québec) G1K 8Z4 www.saaq.gouv.qc.ca		\$16,60	Disabled parking permit (including the accompanying certificate)
Accompanying certificate				\$ 4,40	Accompanying certificate
Certificates and copies of acts • Birth • Marriage or civil union • Death	Directeur de l'état civil (DEC) Lost or stolen certificates or copies of acts must be reported promptly to the Directeur de l'état civil. Forms can be downloaded from the website of the DEC, or obtained at the counters in Québec and Montréal, or at some Services Québec offices.	Québec area Montréal area Elsewhere in Québec Teletypewriter (TTY)	418 644-4545 514 644-4545 1 877 644-4545 1 800 361-9596	\$ 31,75 \$ 45,50 \$ 50,50 \$ 38,25 \$ 52,50 \$ 56,50	Certificate – Regular processing By Internet By mail At a service counter Copy of an act – Regular processing By Internet By mail

Card or document	Department or agency	Contact information	Telephone	Cost	Additional information
Certificates and copies of acts - other information	You can also use the <i>DEClic!</i> online service.	www.etatcivil.gouv.qc.ca		\$ 62,00 \$ 67,25 \$ 72,25	At a service counter Certificate – Copy of an act – Accelerated processing By Internet By mail At a service counter
Competency certificates – Construction <ul style="list-style-type: none"> • Competency – Apprentice • Competency – Journeyman • Competency – Occupation 	Commission de la construction du Québec Write, call or go to your regional Commission office.	For contact information for your regional office, contact the Commission. Throughout Québec www.ccg.org	1 888 842-8282	\$ 25	Duplicate
Documents – Compulsory qualification <ul style="list-style-type: none"> • Certificate of vocational qualification • Attestation of experience • Apprenticeship guide 	Emploi-Québec Contact the Centre administratif de la qualification professionnelle or go to the Emploi-Québec website.	Centre administratif de la qualification professionnelle Ministère du Travail, de l'Emploi et de la Solidarité sociale C. P. 100 Victoriaville (Québec) G6P 6S4 Throughout Québec www.emploiquebec.gouv.qc.ca	1 866 393-0067		The rates in effect are indicated on the Emploi-Québec website. (In French only.)
Hunter's or trapper's certificate	Ministère de la Forêt, de la Faune et des Parcs Go to an authorized sales agent with your certificate number.	Throughout Québec www.mffp.gouv.qc.ca	1 844 523-6738	\$ 17,34	Email : services.clientele@mffp.gouv.qc.ca
Hunting, sport fishing or general trapping licence	Ministère du Développement durable, de l'Environnement, de la Faune et des Parcs Generally, the licence can be replaced by the Ministère's licence selling agents. Note : In the case of a winter caribou hunting licence for Area 22 A, a new licence may only be issued by the Service de la réglementation, de la tarification et des permis.	Throughout Québec Service de la réglementation, de la tarification et des permis www.mffp.gouv.qc.ca	1 844 523-6738 418 521-3960		Cost varies depending on the type of licence Email : services.clientele@mffp.gouv.qc.ca

Government of Canada

Contact Service Canada for the complete list of cards and certificates issued by the Government of Canada.	Throughout Québec www.servicecanada.gc.ca	1 800 622-6232		Cost varies depending on the document
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