



## Accessible services

At La Financière agricole du Québec, we recognize the importance of the human dimension in our business relations. That is why we commit to receiving you with respect and courtesy. During our business hours, our staff members answer your calls directly, ensuring you of personalized communication and an attentive ear.

### We therefore commit to:

- offering our expertise and our programs at our service centres, every day of the week, from 8:30 to 12:00 a.m. and from 1:00 to 4:30 p.m. or, if need be, directly at your operation;
- ensuring a telephone follow-up of your call within 24 hours and offering, if need be, an appointment within 5 working days;
- making available reliable information and secured access to your on-line file at all times on our website;
- facilitating access by disabled persons to our different services.

To fulfill our commitments, we count on you to provide us with relevant information and documents within the time frames allowed. That way, we can prepare a contract that is clear, precise and tailored to your needs.

## A dynamic *partnership*

Our business partnership with your agricultural and agri-food representatives represents a modern and dynamic way of meeting challenges and ensuring your operation's sustainable development.

We also work in conjunction with financial institutions and the different networks in your community to offer you personalized services.

### Our branches

#### Capital Financière agricole inc. (CFAI)

A venture capital and investment branch, CFAI sets itself apart by offering specialized services in the agri-food processing sector.

#### Financière agricole du Québec – Développement International (FADQDI)

The mandate of FADQDI is to promote our organization's know-how in the international arena.

## To always *serve you* better

We urge you to share your suggestions and comments with us, since they will help us better understand your expectations and direct our interventions.

You can visit the service centre in your region or dial:

**1 800 749-3646**

*Connected to your operation's needs*

[www.fadq.gouv.qc.ca](http://www.fadq.gouv.qc.ca)

Québec 

Upon request, La Financière agricole du Québec will produce this document in an adapted format.

# Throughout Québec, we are there for you!

## Our commitment: unique, professional and accessible services

La Financière  
agricole  
Québec 

*Always there when it counts*

A *desire*  
to always better serve you

## Message from the Chief Executive

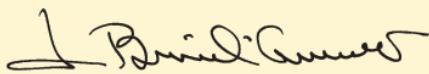
Dear Sir or Madam,

It is with pride that I present this commitment by La Financière agricole du Québec to providing its clientele with top-quality services. It is a solid commitment that demonstrates our agency's desire to maintain up-to-date products and services designed to promote your operation's development, adaptation and sustainability. Every day, we work for you, the reason behind all our actions.

La Financière agricole accords special attention to the quality of the services it offers its clientele. Our commitment is reflected in our ability to listen and our expertise tailored to your needs. Animated by a determination to serve you better, we pursue objectives through growth-generating responses and a strategic role built on support and accompaniment. We trust that our objectives will reach as high as your aspirations. There for you throughout Québec, our vast network is made up of people whose strength lies in their expertise.

Since its creation in 2001, La Financière agricole has developed a flourishing partnership founded on relations of trust and quality with your community's different stakeholders. The strength of this partnership contributes to forging a dynamic, diversified and sustainable agriculture.

Chief Executive Officer



Jacques Brind'Amour

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## Unique services

At La Financière agricole du Québec, we are committed to supporting and encouraging the development of the agricultural and agri-food sector within a perspective of sustainable development. By offering a unique range of products and services, our agency guides you in reaching your goals and forges a business relationship with you based on respect, trust and fairness.

**Within our financial framework,  
we are committed to:**

- offering you top-quality financing, insurance and income protection products tailored to the evolution of your operation's needs and to market requirements;
- maintaining efficient and effective management of our programs and the administrative procedures needed to process your file;
- offering you the unique know-how of our staff, whose expertise can help guide your operation's growth, competitiveness and sustainability.

## Professional services

Our agency counts some 700 dedicated, motivated and competent employees, attentive to your needs. Of that number, more than half offer front-line services. You can count on our staff's expertise to offer you quality services. Our network of specialized advisors, working throughout Québec, is committed to accompanying you with a professional, responsible and personalized approach.

**We therefore commit to:**

- offering you the expertise of a qualified staff, having received adequate and recognized training;
- listening to your needs and proposing concrete solutions tailored to your operation's situation;
- informing you of the stages involved in processing your applications and abiding by the deadlines agreed upon;
- communicating all relevant information to you in a clear and simple language;
- diligently explaining the decisions rendered in your file;
- limiting access to your personal information to only authorized persons;
- treating any request for a review of your file in a simple, equitable and confidential manner.

