

The assistance measure

Good practices for communicating with
a product or service provider

1. Before contacting a provider

Generate your security code (valid for 72 hours):

- Visit the “My Assistance Measure Account” page at [Québec.ca/my-assistance-measure-account](https://Quebec.ca/my-assistance-measure-account). Under “Manage my measures,” click on the three dots [...] in the “Action” column, then click on “Generate code.”
- Or dial **1-844-LECURATEUR (532-8728)**.

2. When contacting a provider

- State the reason for your request and the name of the person whose information you wish to discuss (the person you are assisting).
- Introduce yourself as an assistant recognized by the Curateur public and explain that you are authorized to act on behalf of the person you are assisting.
- Invite the product or service provider to consult the Public register of assistants to confirm the assistance measure:
 - By visiting [Québec.ca/registre-mesure-assistance](https://Quebec.ca/registre-mesure-assistance); or
 - By calling **1-844-LECURATEUR (532-8728)**.
- Give your name, the assistance measure number (e.g.: **MRA-0000-00000**), the name of the assisted person, and your security code.



Useful tool

When communicating in person with a product or service provider, showing your assistant card can help speed up the process.

On the card, the provider will find your name, the assistance measure number, and the link to the Public register of assistants. After that, simply give the assisted person's name and your security code.

