Office de la protection du consommateur
Attn : Raphael Amabili-Rivet
Président of the Office de la protection du consommateur (OPC) in Québec
400, boulevard Jean-Lesage, bureau 450
Québec (Québec) G1K 8W4
Email : raphael.rivet@opc.gouv.qc.ca

Subject: Complaint against the company Échovita and its President

To Whom It May Concern,

I wish to file a formal complaint against Échovita and its owner, Mr. Paco Leclerc.

Échovita republished the obituary of _____ on its website without the knowledge or consent of the deceased's family.

In doing so, Échovita altered the content of the obituary, resulting in the publication of information that is inaccurate and misleading.

In addition, Échovita used the personal information contained in the obituary to promote and solicit donations to charitable causes, as well as the purchase of flowers and virtual memorial products, despite the fact that neither the family nor the estate authorized or requested these services.

I respectfully request that the Office de la protection du consommateur investigate these practices and take any appropriate enforcement action against Échovita and its owner. I also ask that the Office take the necessary steps to bring an end to these practices if they determine they contravene applicable consumer protection laws.

Attached are copies of the original obituary authorized by the family or funeral home, together with a copy or screenshots of the version republished by Échovita, to demonstrate the unauthorized republication and any alterations to the content.

Thank you for your attention to this matter.

Signature: _____

Printed Name: _____

Address: _____

Phone Number: _____ Email Address: _____

Date: _____

- ☐ Copy of the original obituary (as published by the funeral home or authorized by the family)
- ☐ Copy or screenshots of the Échovita obituary
- ☐ Screenshots of any donation, flower, or memorial product solicitations
- ☐ Any additional supporting correspondence or documentation