

# FAQS for Agents EC Montreal Closure

## Important Update for Partners

We would like to inform you of an important change regarding EC Montreal. From 30th September 2026, EC Montreal will cease operations.

We want to reassure you that:

- All current and future students until this date will continue to receive the same high-quality learning experience and support.
- Multiple flexible options are available for students, including transfers or refunds.
- EC staff will guide agents and students through the transition every step of the way.

We deeply value your partnership and have prepared the following FAQ to make this transition as smooth as possible.

## For In-House Students

### Student Options:

#### What options do current EC Montreal students have?

Students may choose one of the following:

- Transfer to **another EC Canada school** (EC will provide up to C\$200 to support transfer costs).
- Transfer to **another EC school** worldwide (subject to visa requirements).
- Receive a **refund** for the unused portion of tuition and accommodation, in line with EC's terms and conditions.

#### How do students confirm their option?

Students should speak with the EC Montreal team directly. Agents may also contact EC on behalf of their students.

#### When is the last day of classes at EC Montreal?

The final day of classes will be **25th September 2026**.

## Visas

### What happens with students travelling on a visa?

- Students with an eTA or Temporary Resident Visa may transfer to another EC school in Canada; EC will support the visa transfer process.
- Students with a study permit will have to apply for an eTA or TRV in order to study at another school. If students wish to stay on a study permit, they need to apply for another study permit with a PAL from the institution at which they would like to study. If the student wishes to study at another EC Canada centre, they will have to study at EC Vancouver, as they still have PALS remaining.
- If a student chooses to terminate their course, their study permit conditions will apply. Students may remain in Canada only as long as their immigration status allows. EC recommends students consult the official guidance from Immigration, Refugees and Citizenship Canada or their immigration advisor.

## Accommodation

### What about students who booked accommodation with EC?

- Students transferring to another EC school will be supported with housing arrangements at their new location.
- Students choosing a refund will receive a refund for the unused portion of accommodation in line with EC's terms and conditions.

## Academics & Student Experience

### Will courses or academic progress at EC Montreal be affected?

Nothing will change between now and the closure date. Students will continue their programmes at the same level with no disruption to their academic progress. Should a student opt to transfer to an alternative EC Centre in Canada before EC Montreal closes, there will be no disruption to their academic progress, although teachers will obviously change.

# FAQS for Agents EC Montreal Closure

## **Will students need to take another placement test if they transfer?**

Students transferring to another EC school will continue at their current level based on their EC Montreal academic record. Placement testing will normally not be required unless there has been a significant gap in study.

## **Will students still receive EC certificates?**

Yes. Students will receive an EC certificate from EC Montreal for their course up to 25th September 2026. Those students opting to transfer to an alternative EC Centre will receive an EC certificate from the new EC Centre covering their full course.

## **Health Insurance**

### **What happens to student health insurance booked through EC?**

If a student transfers to another EC school in Canada, their health insurance coverage can continue for the duration of their studies.

Since the insurance policy is a non-refundable product, if a student chooses to cancel their course, no refund would be due.

## **Finance**

### **How are refunds processed?**

Refunds for EC Montreal students will be processed via the booking agency, in line with EC's standard timelines and terms and conditions.

### **How is the C\$200 transfer cost covered?**

To receive direct payment from EC, the student must provide a receipt documenting the transfer costs incurred for the move to another EC school.

## **Ongoing Support**

### **Who will support students during the transition?**

The EC Montreal team, together with EC's admissions team, will continue supporting students until the closure date to ensure all students are successfully transferred or supported with their chosen option.

### **Who should agents contact with questions?**

Agents may contact their usual EC Sales Manager.

## **For Students Yet to Arrive**

### **What if a student is already in Canada but has not yet started at EC Montreal?**

Students already in Canada who were planning to begin their course at EC Montreal will be offered the same options as other future students:

- Transfer to another EC school in Canada
- Transfer to another EC school worldwide (subject to visa requirements)
- Cancel and receive a refund in line with EC's terms and conditions.

### **What happens to students who have booked courses that start before 25th September 2026 but depart after EC Montreal is scheduled to close?**

#### **Students will have the option to:**

- Start at EC Montreal and transfer to another EC Canada school after the 25th September for the remaining duration of their course (No additional tuition fees will be due, and EC will provide up to C\$200 to support transfer costs).
- Transfer to another EC Canada school for the entirety of the booked duration (No additional tuition fees will be due, and EC will provide up to C\$200 to support transfer costs if there is evidence that transport arrangements have already been made to arrive in Montreal).

# FAQS for Agents EC Montreal Closure

- Transfer to another EC school worldwide for the entirety of the booked duration (subject to visa requirements and additional fees may apply).
- Receive a refund, in line with EC's terms and conditions (for those students who have already paid).

## **What happens to students who have booked EC Montreal but will arrive after 25th September 2026?**

- If they prefer, they may transfer to another EC school in Canada (EC will reimburse up to C\$200 of transfer costs if there is evidence that transport arrangements have already been made to arrive in Montreal).
- They may also cancel and receive a refund in line with EC's terms and conditions (for those students that have already paid).

## **Will visas issued for EC Montreal still be valid?**

- Students with an eTA or Temporary Resident Visa may transfer to another EC school in Canada, EC will support the visa transfer process.
- Students with a study permit will have to apply for an eTA or TRV in order to study at another school. If students wish to stay on a study permit, they need to apply for another study permit with a PAL from the institution at which they would like to study. If the student wishes to study at another EC Canada centre, they will have to study at EC Vancouver as they still have PALS remaining.
- If a student chooses to cancel their course, their study permit conditions will apply. EC recommends students consult the official guidance from Immigration, Refugees and Citizenship Canada or their immigration advisor.

## **What about accommodation for new arrivals into Montreal?**

- If EC accommodation has already been booked (and paid for), and the student plans to transfer to an alternative EC School in Canada, the student will be provided with a similar accommodation option at the new EC destination at no extra cost. Extensions beyond the original end date will be managed by the new EC School (at local rates and subject to availability).
- If accommodation has been booked but not paid for, and the student plans to transfer to an alternative EC School, the student will have the option to re-book an accommodation option through EC, where a new price may occur. If the student has opted to transfer to an alternative EC School in Canada, accommodation details for the new destination will be provided by EC.
- Students may also arrange their own accommodation, and unused EC housing will be refunded in line with terms and conditions (if students have already paid).

## **Future Relationship with EC**

### **Will this affect future bookings with EC?**

Not at all. EC continues to operate schools in Canada and worldwide. The strategic decision to close EC Montreal will support consolidation within EC and the wider industry, ensuring students always receive the academic quality and positive experience associated with EC.

### **Will my commercial terms change?**

There will be no changes to current commercial terms. Agents may contact their usual EC sales manager for any further information related to commercial terms.