



## *The VSA welcomes Jay Chambers as new President*



On behalf of the Board of Directors of the Vehicle Sales Authority of BC, Graeme Roberts, Chair, is pleased to announce the appointment of Jay Chambers as President. Jay replaces Ken Smith. Ken served as President and Registrar from June 2004 until his retirement on April 30 of this year.

Jay will begin his duties on Monday, July 9th, and brings with him a long record of success in business and management. His most recent post was as General Manager of the British Columbia Liquor Distribution Branch (LDB), where he oversaw the retailing and wholesaling of beverage alcohol in British Columbia.

During his 18 years at the LDB, Jay earned a reputation for successful engagement with a wide variety of agency stakeholders and for his unwavering focus on customer service. Specifically, Jay took an extremely hands on approach to external relations. This is the hallmark of his leadership approach, and one he intends to maintain at the VSA.

"I value communication and outreach highly, and it is an area that I like to be personally involved in to emphasize transparency, feedback and most importantly, accountability," states Jay.

Prior to joining the LDB, Jay worked at the Hudson's Bay Company, Vancouver's Expo 86 and Woodward's Stores Limited. This wealth of business related experience will be invaluable in balancing the regulatory functions of the VSA while ensuring that all stakeholders are provided an environment in which they can succeed.

"What attracted me to the opportunity at the VSA was being able to work with stakeholder associations, consumers and government. These are areas I have learned so much about during my time at the LDB and I look forward to continue working with these groups as President of the VSA," adds Jay.

A video conference to introduce Jay to dealers and salespeople across the province is planned. Information about the date and how you can participate will be available once he is on board.

As noted in a prior Bulletin, Ian Christman, former Deputy Registrar, was appointed Registrar by the Board of Directors as of March 1, 2012.

## **A Reminder from ICBC**

ICBC reports an increase in plates from leased vehicles not being cancelled when the lease vehicle is returned. To reduce this problem, dealerships need to notify Autoplan agents of all lease returns when the agent is on site.

When the plate cancellation is not handled at the time of the return, privacy laws prevent agents from looking up who owned the plates after the fact. If the cancellation must be handled at a later time, it is very important to make a note of the customer's contact information for follow up.

Taking the time to cancel the plates ensures that:

- The right people are there to sign and will not need to be contacted later
- Any insurance premium refund is effective from the date the vehicle is surrendered
- Monthly insurance auto-payments from customer bank accounts are stopped
- No unintended liabilities are created for the dealership or the previous owner/leasee