



Accurate Presentation of Additional Products Needed

CBC's recent news story on the Globali vehicle security product highlights the need to represent added services - such as security, etching and tire warranties - accurately. As per the Insurance Council of British Columbia, dealerships are required to provide consumers a disclosure document. This document, separate from other vehicle sales transaction documents, outlines:

- a) That the purchase of the insurance coverage is optional and can be declined by the consumer
- b) The premium as set by the insurer
- c) An itemized list of fees charged by the dealership and the amount of each fee and a description
- d) The dealer must keep a copy of the signed consumer disclosure document in its files

Depending on the products sold, dealers and dealership employees may be required to be licensed with the Insurance Council. Other requirements may also need to be met.

The Insurance Council of British Columbia oversees insurance products. However, the VSA is required to investigate all claims of misrepresentation that may occur during the purchase or lease of a personal use motor vehicle from a licensed dealer.

[Refer here](#) for Insurance Council documents and more details on the rules and requirements.

Annual Compensation Fund Fee Waived – A Reminder

As of March 2013, the Motor Dealer Customer Compensation Fund reserves are at a four-year high. Ian Christman, Registrar of Motor Dealers, has announced that the annual \$300 contribution for the year of April 1, 2013 to March 31, 2014 will be waived.

Note: This does not affect the three-year minimum contribution that is required of all new motor dealers. The legislation does not allow a waiver for these new dealers.

Salesperson Spotlight



At 81 years old, Elizabeth (Betty) Ford has done it all, working as a Dale Carnegie instructor, businesswoman, and catering expert. However, the one career she loves best is the RV industry.

"Dynamo Betty," as her former employer called her, has been in the RV industry for over ten years. After being persuaded by a friend to enter the industry, Betty started working in Edmonton. In order to be closer to her family, Betty moved to Courtenay, BC, and secured employment at Comox Valley RV. In January 2013, Betty completed the Level I Salesperson Certification Course in the webinar format.

After earning one of the highest marks in the class, Betty feels that:

If a situation occurs at the dealership that I don't feel comfortable with, I would not be hesitant to refer to the course material, find the ruling and approach the dealer so we could discuss and resolve the concern before it becomes a serious issue.

Betty is now excited to be continuing her career in the RV industry in BC, as she loves selling trailers, fifth wheels, and motor homes. Every day, she looks forward to assisting her clients find the right product for their lifestyle so they can enjoy their camping adventures.

For people looking to start a career in the RV industry, Betty says that "it's going to take time to learn about what the company's objectives are. It's also important to learn the product so you can build a solid clientele base." She also recommends newcomers to "not quit too soon; it's a great job and you'll love going to work every day."