

## Compliance Activities: October 1 - December 31, 2017

The last quarter of 2017 included two Decisions of the Registrar and two Compliance Undertakings. The undertakings involved advertising and unauthorized consignment sales. These compliance actions resulted in licence cancellations and conditions, administrative penalties, and the assessment of investigation costs. Activities in the past three months also included responding to almost 900 enquiries from consumers, closing 66 investigations and completing nearly 150 dealership inspections. All compliance activities are posted on the VSA website within seven days of the decision date. Previous compliance activity reports are also available on the [VSA website](#) and may be a useful tool for dealers to evaluate their current business practices.

### Decisions of the Registrar on Business Practices and Licensing Matters

Decision Date	Respondent	Issue	Outcome
November 28, 2017	Best Import Auto Ltd.	Deceptive Acts and Practices	Dealer registration cancelled; Condition on salesperson's licence
October 25, 2017	Elisabeth Kirstina Kovacs	Salesperson Licence review	Salesperson licence cancelled

### Undertakings

Decision Date	Respondent	Issue	Outcome
October 30, 2017	Advantage Motors	Unauthorized consignment sales	Conditions on licence; investigative costs assessed
October 16, 2017	Coquitlam Chrysler Dodge Jeep Ltd.	Advertising	Conditions on licence; administrative penalty and costs assessed

## Reminder Salesperson Certification Webinar Goes Province-Wide

In keeping with industry trends, the VSA Salesperson Certification Course will be moving to a webinar-only format on April 1, 2018. Roughly 25% of new salespeople have been taking the course from their dealership or home office since 2009. Lower Mainland and Victoria applicants will now have the same advantage with the planned fourfold increase in webinar sessions.

Webinar and exam improvements, made possible by updates in technology and software, will be introduced leading up to this change. The expanded access to the webinar format will add flexibility for dealerships and new salespeople.

Note: As of March 2018, certification classes will no longer be offered in Victoria or Surrey. [Click here to review Bulletin 14](#) with further information.



The VSA is an independent, non-profit agency that oversees the retail sales of personal-use motor vehicles in British Columbia. Please send your questions and comments to [communications@mvsabc.com](mailto:communications@mvsabc.com)

Vehicle Sales Authority

