



VSA Compliance Restructuring

VSA Industry Standards & Investigations

The Vehicle Sales Authority is continuously improving to better support our purpose and mandate, as well as the industry. We are excited to announce that in the New Year we are making some changes to our Compliance team that will serve you better.

New Direction and Structure

Currently the VSA's Compliance Officers fulfill multiple roles, including conducting investigations, negotiating disputes between consumers and dealers, and performing dealer inspections. This limits the ability of a Compliance Officer to proactively build a relationship with dealers and salespeople, and to help you better understand and comply with the regulations we enforce.

In order to support our new direction and have a clearer focus, the Compliance department will be comprised of an **Industry Standards team** and an **Investigations team**.

The **Industry Standards team**, led by Chris Coleman, will focus on working with the industry to build relationships to help support your needs. Industry Standard Officers will primarily conduct inspections and will use the opportunity to help educate you on how to be compliant. Chris and his team will also provide support on any questions and information requests that you may have.

The **Investigations team**, led by Norm Felix, will conduct investigations into compliance issues. This will allow Investigators to focus on more serious and persistent cases of non-compliance. Norm's team will also investigate consumer complaints as well as public safety concerns.

What's Next

The VSA's Compliance department will be transitioning into their new roles for the remainder of the year and we expect the transition will take until early January to complete. We will continue to share updates along the way, including what this means to you and what to expect in the coming year. We will have more exciting information to share soon, so stay tuned!

Questions? Contact VSA's Communications team at communications@mvsabc.com

