



You can use this form to notify the Vehicle Sales Authority of BC ("VSA") if you believe that a VSA licensee – a motor dealer, salesperson, wholesaler, broker-agent or broker-agent representative has contravened the *Motor Dealer Act* and its *Regulations*, the *Code of Conduct*, or the applicable provisions of the *Business Practices and Consumer Protection Act*.

To find out what issues the VSA deals with or not, see the Fact Sheet at this [\[LINK\]](#). If this form was mailed to you, the fact sheets and forms at the indicated links will be attached to the complaint form.

If you have a dispute with a VSA licensee and would like to apply for dispute resolution – this form is not for you. Complaint forms are available on VSA website VehicleSalesAuthority.com. Please contact the VSA Consumer Services at 604.575.7255 or toll-free at 1.877.294.9889 for more information.

Section 1. Your contact information



How much personal information you provide to us is up to you. If we do not receive any contact information from you, it will be impossible for us to respond to you regarding your concern or issue. However, if you prefer to remain anonymous, please let us know below and we will respect your preference.

By providing your e-mail address, you authorize us to send you correspondence by e-mail.

I prefer to remain anonymous. I do not want to receive any communications from the VSA regarding my concern or issue.

I prefer to remain anonymous. I would like to receive communications from the VSA regarding my concern. My limited contact information is provided below.

My contact information is provided below.

First name _____ Last name _____

Daytime phone _____ E-mail _____

Address _____

City _____ Province _____ Postal code _____

Section 2. Information about the VSA licensee that you have concerns about



To find a VSA licensee please use the online registry at this [\[LINK\]](#)

Motor Dealer

Broker Agent

Wholesaler

Salesperson

Broker Agent Representative

Wholesaler Representative

Business Name _____

Phone number _____ E-mail _____

Address _____

City _____ Province _____ Postal code _____

Name of Individual _____
first name _____ *last name* _____

Phone number _____ E-mail _____

Address _____

City _____ Province _____ Postal code _____

Section 3. If your concern involves a specific vehicle, please provide the vehicle information



To find out if the vehicle involved in your concern or issue is under the VSA's Jurisdiction, see the Fact Sheet at this [\[LINK\]](#).

Year: _____ Make: _____ Model: _____

VIN: _____ Registration number: _____
(Vehicle identification number) (as stated on the ICBC Transfer/Tax Form or Vehicle Registration)

Section 4. The description of your concern or issue



Please provide a brief description of your concern or issue. Describe steps you have taken to address the problem. If you have relevant supporting documents, please send them with this form.

Additional statement attached: Yes No Supporting documents attached: Yes No

Section 5. Terms of service and signature



Please review the VSA Complaint Handling Terms of Service at this [\[LINK\]](#) or attached a form that was mailed to you.

By signing this form, I agree to the VSA Complaint Handling Terms of Service.

Signature: _____ Name: _____
first name last name

Date: _____
day month year



Please send your completed form and supporting documents to the VSA Consumer Services:

By e-mail: consumer.services@mvsabc.com, or

By mail: Vehicle Sales Authority of BC, 280 - 8029 199 Street, Langley, BC V2Y 0E2, or

By fax: 604.575.7080

For information, please contact Consumer Services at 604.575.7255 or toll-free at 1.877.294.9889 or visit our website at VehicleSalesAuthority.com