



For information about the Vehicle Sales Authority ("VSA") complaint process, see the Fact Sheet "Complaints about Wholesalers" 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.

The limitations on the VSA's authority are noted in the form below. If you are affected by any of the limitations, you may wish to consult a lawyer about any other legal remedies.

Providing false and misleading information is an offence under the *Motor Dealer Act*. Incomplete applications will cause process delays.

VSA Consumer Services: 604.575.7255 or toll-free at 1.877.294.9889 www.VehicleSalesAuthority.com

Section 1. Who is making the complaint?



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

Part A. Complainant's contact information – the *Complainant* is the business or individual who entered into the transaction with the wholesaler and whose name appears on the wholesale sale and purchase agreement.

For complaints by a business

Name of the business _____

Wholesaler licence _____ Motor dealer licence _____ Broker agent licence _____
number number number

Address _____

City _____ Province _____ Postal code _____

Name of the business' representative who is filling out this form _____
first name last name

Position _____

Phone _____ Cell phone _____ E-mail _____

For complaints by an individual

Fist name _____ Last name _____

Address _____

City _____ Province _____ Postal code _____

Home phone _____ Work phone _____

Cell phone _____ E-mail _____

Part B. If you are helping the Complainant with this form, complete this part.

First name _____ Last name _____

Daytime phone _____ E-mail _____

Part C. If you are the Complainant's Legal Representative legally authorized to act on the Complainant's behalf, complete this part and attach documents proving legal authority for representation.

First name _____ Last name _____

Address _____

City _____ Province _____ Postal code _____

Daytime phone _____ E-mail _____

Section 2. Consent to disclose your complaint status



The VSA will provide information about the complaint status only to complainants or their Legal Representatives.

To authorize the VSA to provide information about a complaint to anyone other than complainants or their Legal Representatives, complainants must complete an Authorization at this [\[LINK\]](#).

Authorization attached Yes No

Section 3. Who is the complaint against?

Limitation: The VSA investigates complaints involving licensed BC wholesalers and wholesale auctions exempt from the VSA licensing requirements.



To find a licensed wholesaler, use the online registry at this [\[LINK\]](#).

Name of the wholesaler / wholesale auction _____

Address _____

City _____ Province _____ Postal code _____

Salesperson _____

Manager (General Sales Business) _____

Section 4. Vehicle and transaction

Limitation: The VSA investigates complaints involving motor vehicles as defined by the *Motor Dealer Act*.



To find out eligible types of vehicles, see the Fact Sheet "Vehicles under the Jurisdiction of the VSA" at this [\[LINK\]](#).

Vehicle

Year: _____ Make: _____ Model: _____

VIN: _____ For RVs only: VIN 2 _____
(the coach VIN)

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

Odometer reading: At purchase _____ Now _____

Transaction

Financed Leased Cash With trade-in: Yes No

Date of payment to a broker agent: _____ Service fee amount: _____

Date of deposit payment: _____ Deposit amount: _____

Date of purchase / lease / consignment: _____ Price: _____ (before taxes, extras)

Did you purchase an extended warranty: Yes No

Did you take the vehicle for a mechanical inspection prior to purchase/lease?

Yes No Broker agent provided Broker agent did not allow
 Wholesaler provided Wholesaler did not allow

Section 5. Reasons for the complaint

Please provide the reasons for your complaint. List the events related to your complaint in the order they occurred. Include names of wholesaler representatives and managers you dealt with. If needed, please attach a more detailed statement to this form. It is preferable to type your statement.



See Section 10. Terms of service (page 5) for information about your responsibility to provide information that is complete, true and accurate to the best of your knowledge and belief.

Additional statement attached: Yes No

Section 6. Supporting documents

If you received any of the following documents at the time of the transaction, or have other documents relevant to your complaint, send them to the VSA with your complaint application.

Worksheet	Written	A copy attached		None	N/A
Deposit agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Deposit receipt	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Sale and purchase agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Finance agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Lease agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Consignment agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Warranty information	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Mechanical condition report	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Vehicle history report	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Vehicle registration	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
ICBC Transfer/tax form (APV9T)	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>

Other documents attached

Section 7. Dispute resolution

What do you want the wholesaler to do to resolve your complaint?

Have you made this known to the wholesaler?

Yes, in writing (attach a copy) Yes, verbally (provide details below) No

Did you receive a response from the wholesaler?

Yes, in writing (attach a copy) Yes, verbally (provide details below) No

Section 8. How did you find out about the VSA?

- Internet search Personal referral Lawyer Courts Police CVSE
 Automotive industry: Motor dealer Broker agent VSA Certification Training
 Wholesaler Wholesale auction Mechanic shop
 ARA NCDA RVDA
 Auto insurance: BCAA ICBC
 Consumer organization: Consumer Protection BC BBB CAMVAP
 Media: Printed Radio Online TV VSA event
 Other: _____

Section 9. Survey consent



To provide better public services in the future, the VSA conducts electronic surveys. Participation is voluntary and you may revoke your consent at any time.

Are you willing to participate in an e-mail survey? Yes _____ initials No _____ initials

Section 10. Terms of service and signatures



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

I agree to the VSA Complaint Terms of Service

Complainant

Legal Representative for Complainant (if applicable)

Signature: _____

Signature: _____

Name: _____
first name last name

Name: _____
first name last name

Date: _____
day month year

Date: _____
day month year



Please send your completed Wholesaler Complaint Form and the supporting documents to the VSA Consumer Services:

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

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

By fax: 604.575.7080

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