

VSA Operations by the Numbers

Report date: April 5, 2022

FY 2022
April 2021 - March 2022
(12 months)

Active Licences (at end of period)

Franchise automobile dealers	439
Franchise RV dealers	57
Independent (used) automobile & RV dealers	923
Motorcycle and moped dealers (new and used)	82
Leasing companies	<u>91</u>
Motor Dealers	1592
Wholesalers (dealers and independents)	1206
Broker Agents	8
Licensed Salespeople (with employment)	8405

Inspections

Liaison contacts (in person by phone)	440 311
Inspections	825

Consumer Enquiries and Complaints

Consumer enquiries received	2511
Consumer complaints received	680
Consumer complaints closed Closed with restitution Amount	705 201 \$1,331,196

Compensation Fund Activity

Claims Filed Adjudicated Approved	9 5 3
Amount paid to consumers	\$22,000

Investigations

Completed investigations for consumer complaints	428
Completed non-complaint investigations Curber investigations	<u>84 22</u>
Total completed investigations	512

Compliance Enforcement Activities

Education	188
Verbal Warnings	67
Written Warnings	4
Undertakings	6
Registrar's Decisions	7
Conditions on Licence	4
Administrative penalties	\$27,000

Ombudsperson Oversight

Complaints investigated Open investigations	0
Complaints substantiated	0