



VSA CONSUMER COMPLAINT FORM

- The VSA’s legal authority is noted in each section below.
- Incomplete applications will cause process delays.
- Providing false and misleading information is an offence under the *Motor Dealer Act*.

SECTION 1 Who is making the complaint?

The VSA investigates consumer complaints made by individuals—not a corporation, partnership or any other kind of business. *([Refer to FAQ #1](#))

Complainant’s contact information

The Complainant is the individual who entered into the transaction with the motor dealer or the broker agent and whose name appears on the sale, lease, consignment, broker agent services or deposit agreement/worksheet. If two individuals were involved in a transaction, both are the complainants.

Complainant 1:

First name _____ Last name _____
 Address _____
 City _____ Prov _____ Postal Code _____
 Phone (home) _____ (work) _____ (cell) _____
 email _____

NOTE: By providing your email address, you authorize us to send you all complaint correspondence by email.

Complainant 2: Same address as complainant 1

First name _____ Last name _____
 Address _____
 City _____ Prov _____ Postal Code _____
 Phone (home) _____ (work) _____ (cell) _____
 email _____

NOTE: By providing your email address, you authorize us to send you all complaint correspondence by email.

SECTION 2 Who is the complaint against?

The VSA investigates consumer complaints involving the VSA licensees: licensed BC motor dealers and salespeople, and/or broker agents and broker agent representatives. *([Refer to FAQ #2 & 3](#))

Name of business _____
 Address _____ City _____ Prov _____ Postal Code _____
 Salesperson _____
 Manager General Sales Business _____

SECTION 3 Vehicle & Transaction

Vehicles to which your complaint relates—please complete all applicable fields. *([Refer to FAQ #4](#))

Vehicle 1:

Purchased Leased Deposit paid for,
did not take possession

Year _____

Make _____

Model _____

VIN _____

Registration number (as stated on the ICBC Transfer/Tax
form or Vehicle Registration)

Odometer reading: at purchase _____

Now _____

Deposit Amount \$ _____

Purchase Price (before taxes & fees) \$ _____

How did you pay

Financed Leased Cash

Vehicle 2: (if applicable)

Traded Consigned

Year _____

Make _____

Model _____

VIN _____

Registration number (as stated on the ICBC Transfer/Tax form
or Vehicle Registration)

Odometer reading: at trade/consignment

Agreed upon

Trade in value \$ _____

Consignment proceeds \$ _____

Transaction Dates that apply to your complaint

Date of deposit payment _____
mm / dd / yyyy

Date of purchase/lease _____
mm / dd / yyyy

Date of trade _____
mm / dd / yyyy

Date of consignment _____
mm / dd / yyyy

SECTION 4 Vehicle Use

The VSA investigates complaints involving consumer transactions. A consumer transaction is a transaction by an individual and with respect to a vehicle primarily intended for personal use.

*([Refer to FAQ #5](#))

A. At the time of transaction, how did you intend to use the vehicle that is the subject of this complaint?

_____ % intended for business use; _____ % intended for personal use

B. If a percentage of the intended use was for business, what was the intended business use?

SECTION 5**Reasons for your complaint • Please type or print legibly**

- List the events related to your complaint in the order they occurred.
- Include names of salespersons, broker agent representatives and managers you dealt with.
- It is your responsibility to provide information that is complete, true and accurate to the best of your knowledge and belief. *([Refer to FAQ #6](#))

Additional statement attached: Yes No **SECTION 6****Dispute Resolution**

Have you tried to resolve your dispute with the business? If yes, what was the outcome:

How do you want your dispute resolved?

SECTION 7 Supporting documents

Please attach the required supporting documents listed below, to your complaint form.

- Purchase, lease, consignment or deposit agreement
- Finance agreement
- ICBC documents (ICBC Owner's Certificate of Insurance and Vehicle Licence and Vehicle Registration Form) and Transfer Tax Form
- Other relevant documents (ie. Emails, texts, communications, warranty information, photos etc.)

SECTION 8 Survey Consent

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

_____ Yes, I am willing to participate.
initials

_____ No, I am not willing to participate.
initials

SECTION 9 Terms of Service & Signatures

Please review the [VSA Complaint Handling Terms of Service](#). By signing this form, I agree to these terms.

*([Refer to FAQ #6](#))

Complainant 1:

First name _____ Last name _____

Signature _____ Date mm / dd / yyyy

Complainant 2:

First name _____ Last name _____

Signature _____ Date mm / dd / yyyy

Please send your completed Consumer Complaint Form and the required supporting documents to VSA Consumer Services.

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

Email consumer.services@mvsabc.com

Mail Vehicle Sales Authority of BC
280-8029 199th Street
Langley, BC V2Y 0E2

Fax 604.575.7080



VSA CONSUMER COMPLAINT FORM Links & FAQs

The following FAQs are for reference when filling out the complaint form.

- 1. Q • Where do I find out more information about the Vehicle Sales Authority complaint process?**

A • The VSA [website](#) is full of useful tips on the car buying process. For more information on the complaint process refer to the Fact Sheet '[Consumer Complaints about Motor Dealers and Broker Agents](#)' available on our [website](#).
- 2. Q • How can I tell if a motor dealer or a salesperson is licensed by the VSA?**

A • The VSA has a current list/registry of licensed motor dealers/salespeople/broker agents/broker agent representatives. The [VSA online registry](#) can be found on our [website](#).
(Refer to Section 2 on complaint form)
- 3. Q • What is a broker agent and a broker agent representative?**

A • A broker agent is a person or company that charges a fee to help a consumer to find a vehicle—a broker agent is not a motor dealer or a salesperson. To find a list of VSA licensed broker agents or broker agent representatives, use the [online registry](#) or access it from our [website](#).
(Refer to Section 2 on complaint form)
- 4. Q • What type of vehicle complaints can the VSA investigate?**

A • The VSA can investigate personal-use vehicle sales from licensed motor dealers and broker agents in British Columbia. To find out more information on eligible vehicles the VSA can investigate, please see the Fact Sheet '[Vehicles under the Jurisdiction of the VSA](#)'.
(Refer to Section 3 on complaint form)
- 5. Q • What type of transactions can the VSA investigate?**

A • The VSA can investigate personal-use vehicle sales from licensed motor dealers and broker agents in British Columbia. To find out more information on eligible transactions the VSA can investigate, please see the Fact Sheet '[Use of Vehicle Defined](#)'.
(Refer to Section 4 on complaint form)
- 6. Q • What are VSA's complaint handling 'Terms of Service'?**

A • The VSA '[Terms of Service](#)' includes information about your responsibility to provide information that is complete, true and accurate to the best of your knowledge and belief.
(Refer to Section 5 and 9 on complaint form)