



## Self-Assessment of Eligibility for Making a Claim for compensation from the Motor Dealer Customer Compensation Fund

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Use this checklist to assess if you meet the eligibility criteria to apply for compensation from the Motor Dealer Customer Compensation Fund. For more information go to the website of the Vehicle Sales Authority of BC (the "VSA") - Compensation Fund Frequently Asked Questions available at this link <https://mvsabc.com/compliance-and-claims/compensation-fund/>.

1. Have you made the formal Demand to Motor Dealer, available at this link <https://mvsabc.com/pdf-fpg/demand-letter-to-motor-dealer/>?  
 Yes                       No
2. Have you waited for 30 days from the date of your Demand to Motor Dealer or have you received a response from the motor dealer before 30 days from the demand elapsed?  
 Yes                       No
3. Is your claim related to the transaction that happened no more than 4 years from the date of your Demand to Motor Dealer?  
 Yes                       No
4. Are you an individual (not a corporation, partnership or any other kind of business)?  
 Yes                       No
5. Is your claim related to the transaction with a licensed motor dealer in BC?  
 Yes                       No
6. Is your claim related to a vehicle that you have used (or intended to use) primarily for personal or family purposes? The VSA Fact Sheet Use of the Vehicle, available at this link <https://mvsabc.com/pdf-fpg/compensation-fund-fact-sheet-use-of-the-vehicle/> will help you to determine the primary use of the vehicle.  
 Yes                       No
7. Is your financial loss related to one of the following:
  - the purchase or lease of the vehicle
  - the purchase of an extended warranty or service plan
  - the consignment of a vehicle Yes                       No

If you answered **Yes** to all 7 questions, you may be eligible for compensation from the Compensation Fund – please proceed to making a claim application.

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**How to Make a Claim Application:** <https://mvsabc.com/pdf-fpg/compensation-fund-claim/>.

A claim application must be made within 120 days from the date of the Demand to the Motor Dealer. In certain circumstances, the Registrar of Motor Dealer may provide an extension to this term. Contact the VSA Consumer Services if you need an extension:

Tel: 604.575.7255

Toll free: 1. 877.294.9889

Email: [consumer.services@mvsabc.com](mailto:consumer.services@mvsabc.com)

**NOTE:** This fact sheet provides general information and is not intended to be legal advice.