

Centre Line

News For BC's Retail Motor Dealer Industry

President's Letter

One year anniversary marks a good start, and a long road ahead.

B.C.'s Motor Dealer Council has just passed the one-year mark and achieved many of its original goals. Also, in the past year we at MDC have learned that there remains a lot of work left to do to help raise the industry's level of professionalism. Every working day our office continues to receive 40 to 50 consumer complaints – far too many of which require investigation and follow-up action. That's the bad news!

The good news is that the majority of British Columbia's motor vehicle dealers, and their licensed sales staff, continue to act professionally and remain committed to doing their part to help the MDC in its efforts to raise industry standards.

Somewhere in between these two extremes lie two of our main priorities for the coming year. The first priority is to implement fully the salesperson licensing system. Because of timing issues for verifying criminal records and the need for the Registrar to hold hearings on

significant licensing issues, completing this work will take several more months.

The second priority at MDC is to continue our efforts to find more effective ways to inform consumers. Many of the circumstances that purchasers complain about would not in fact be issues if the consumer had acted more responsibly and asked the right questions before signing a purchase agreement. One of our ultimate goals is to help consumers understand what they need to do when purchasing a motor vehicle from a licensed salesperson working at a licensed dealership.

We look forward to another busy and successful year. We sincerely thank the industry for its continuing support with our start-up. ●

- Ken Smith
President/Registrar
Motor Dealer Council

"We sincerely thank the industry for its continuing support with our start-up."

Ken Smith
President/Registrar

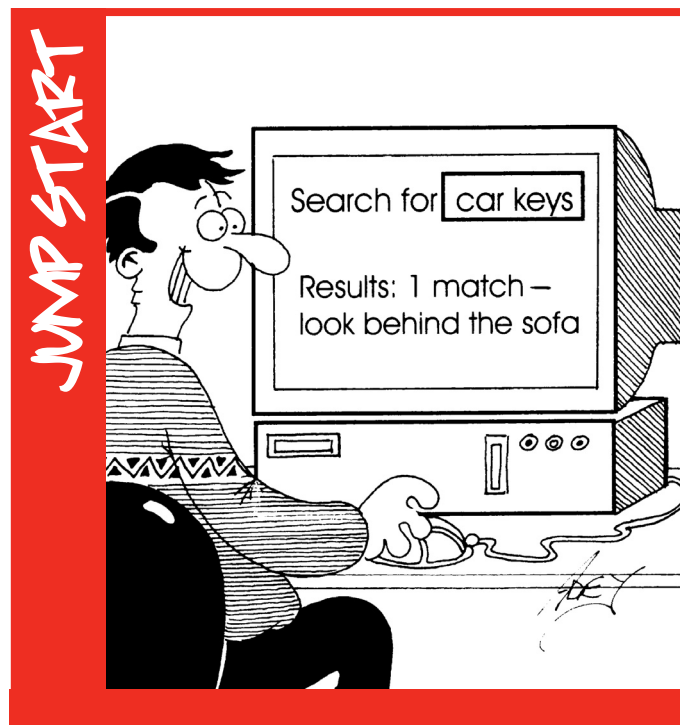
Renew Online – it's fast!

Use a mouse click instead of a stamp – a reminder that the Motor Dealer Council now offers a quick online option to renew your Salesperson Licence.

To renew your licence online go to the MDC website at www.mdcbc.com and choose Online Industry Services.

By renewing online for two years you can save money. Those who qualify have an option of renewing for two years at a discounted rate of \$270.00 plus GST. The regular renewal fee for one year is \$150.00 plus GST.

If your MDC Salesperson Licence expired on June 1, 2005 and you did not receive your Renewal Application form, please contact the MDC office with your current mailing address. ●



Compensation Fund Offers Both Buyers and Dealers a Voice

BC's Registrar of Motor Dealers has cancelled the dealer licence of Casanova Motors of Vancouver. Hearings were called when Casanova failed to reimburse \$4,154.00 to the Motor Dealer Customer Compensation Fund – the amount which the Compensation Fund Board awarded to a customer who lodged a claim against Casanova.

The Customer Compensation Fund provides buyers with a chance to file a claim against a registered motor dealer if they feel they were wronged and suffered an eligible financial loss. An independent five-member board hears the claims.

In this case, a customer had bought a vehicle and a third party warranty. The car needed repairs but the warranty was not honoured so the purchaser filed a claim against Casanova. The Compensation Fund Board – which operates independently of the MDC – awarded the monies to the consumer. Casanova failed to reimburse the Fund within 30 days so the Registrar held a series of hearings, which they did not attend. When they missed the third hearing, the Registrar cancelled their dealer license.

"The Customer Compensation Fund is based on fairness and both parties being heard," says Nathalie Michaud, Administrator for the Customer Compensation Fund Board.

The current Board of the Customer Compensation Fund was appointed when the MDC became a delegated authority on April 1, 2004. Since then, the Board has adjudicated 87 claims of which they approved 51 and denied 36. In that time the Fund has paid out \$127,256.07 in claims. ●

MDC Reminder – Licensing is Part of The Hiring Process

Hiring a new salesperson for the summer? Be sure to get that person licensed first, check out their performance later.

Earl Manning, Director of Licensing and Professional Development at BC's Motor Dealer Council reminds dealers that to sell vehicles in this province a salesperson must have a valid licence – even if it's a conditional licence.

"We find a lot of dealers who hire someone new to the industry and decide they want to try them out for a few months – thinking they can apply for their salesperson licence later," he says. "This is illegal. They must apply up front as part of the hiring process."

Once they apply, the Motor Dealer Council will issue a conditional licence which allows the person to work while having time to complete the outstanding requirements. Another important step, after applying for a licence, is to register the new hire in the Salesperson Certification Course.

"A salesperson must have a valid licence – even if it's a conditional licence"

*Earl Manning
Director of Licensing and
Professional Development*

The person's start date in the industry will be their annual licence renewal date. "Over time this process will help us to move away from having so many renewals on June 1st," says Manning. ●

Visit us online!
www.mdbc.com



MDC Training and Certification Course Dates

LOWER MAINLAND

July 5 & 6	North Vancouver
July 20 & 21	Burnaby
July 25 & 26	Surrey
Aug. 9 & 10	Richmond
Aug. 24 & 25	Langley
Aug. 29 & 30	Vancouver
Sept. 20 & 21	Surrey
Sept. 27 & 28	Coquitlam

NORTHERN BC

No classes currently scheduled for July and August. Classes for this area will be added as required.

OKANAGAN

Aug. 17 & 18	Kelowna
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VANCOUVER ISLAND

July 18 & 19	Victoria
Aug. 15 & 16	Nanaimo



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