



Bulletin

Motor Vehicle Sales Authority of British Columbia



16 November, 2007

ICBC's Mobile Road Service: Helping you help your customers

Mobile Road Service provides a convenient, valuable customer service for vehicle buyers and dealers in British Columbia. Unique to this province, the program supports vehicle sales by allowing Autoplan brokers, on a regular basis, to process ICBC transactions at the premises of auto dealers. Thanks to this service, B.C. car buyers can drive away from a dealership in their new vehicle, fully insured.

Recently, ICBC introduced some enhanced monitoring and enforcement policies aimed at ensuring the long-term integrity of Mobile Road Service (MRS). The VSA supports this renewed commitment, as it is the best way to maintain a service that provides great benefits to customers and auto dealers alike.

We'd like to bring the following to your attention:

The service of the MRS agent is for the purpose of completing a sale between a dealer and another person. Here are the services which MRS brokers can provide to your customers from a dealership location:

- new plate and transfer transactions
- transfers of vehicle ownership
- new registrations
- cancellations
- plate renewals for
 - clients at automobile dealerships (including wholesalers, auctioneers and rental firms)
 - dealership employees (unsolicited transactions only)
 - leased vehicles registered to a subsidiary of one of the above businesses

There are some key points for you to be aware of:

- only MRS brokers may process insurance transactions from automobile dealerships
- transactions must be in support of the sale and transfer or straight purchase of a vehicle - MRS brokers cannot service walk-in customers who are not making a vehicle purchase
- it is the customer's right to choose their broker -- customers will be asked to sign a disclosure statement to ensure they're aware of this

ICBC regional staff will visit MRS brokers on-site at dealerships around the province, to help ensure that this program continues to work to everyone's benefit.

ICBC staff will:

- conduct a brief, informal and friendly interview with the MRS agent to determine his or her familiarity with the program rules and procedures
- check the MRS agent's work space

It is in everyone's interest to ensure that the Mobile Road Service continues to provide a valuable service to auto dealers and customers.

