



COVID-19 Industry Update

Although COVID-19 has brought unprecedented challenges for everyone, the Vehicle Sales Authority (VSA) will continue to work as an organization to deliver our legislative mandate to the best of our abilities during these challenging times. Building public confidence in the motor vehicle industry and ensuring a safe and reliable motor vehicle buying experience remains our top priority.

Our Langley office is closed to the public, and most of our staff is working remotely. Staffing is limited, so when trying to connect with us you may experience longer than normal response times. Please visit our [website](#) for all the different methods to contact us.

Here is some important information related to VSA and COVID-19 that may affect you:



Salesperson Licence

- The period when a lapsed licence is automatically cancelled has been extended from 2 months to 4 months. If you have been laid off during this crisis you will have up to 4 months after your licence expiry date to renew without late fees
- To renew your salesperson licence online, please login to your [Online Licensee Services](#) account. When it is time to renew your licence, you will receive an email with login instructions
- Please email the Licensing department at licensing@mvsabc.com with any inquiries



Salesperson Licencing Course

- Exams will be completed online from your personal device with the use of a webcam. Details about online exams will be provided to all registered students
- Please email the Training department at training@mvsabc.com with any inquiries



Dealer Inspections & Investigations

- Dealers inspections will be conducted remotely for most situations. An Industry Standards Officer will contact you prior to your inspection to explain the process
- Any investigation activity will generally be conducted remotely
- Please email us at industry_standards@mvsabc.com with any inquiries



Distance Sales & Advertising

Due to the current pandemic, more and more consumers will be spending additional time online and may engage in distance sales. The VSA is currently developing an educational webinar that focuses on Distance Sales- please keep an eye on your email inbox for a webinar invite in the near future. In the meantime, please refer to this [fact sheet](#) that discusses Distance Sales contracts.

It is also important to ensure that your advertising complies with our [Advertising Guidelines](#). The VSA will be taking a renewed look at ads to ensure all representations are accurate and not misleading or deceptive.

Please [visit our website](#) regularly for important updates and more information as the situation develops. Thank you for your patience and understanding during this time.