

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.

Complainant's contact information

The Complainant is the person 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 _____
Pronouns _____ Address _____
City _____ Prov _____ Postal Code _____
Phone (home) _____ (cell) _____
E-mail _____

Complainant 2: Same address as complainant 1

First name _____ Last name _____
Pronouns _____ Address _____
City _____ Prov _____ Postal Code _____
Phone (home) _____ (cell) _____
E-mail _____

SECTION 2 Who is your complaint against?

The VSA investigates consumer complaints involving VSA licensees: licensed BC motor dealers and salespeople, and/or broker agents and broker agent representatives.

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

SECTION 3

Provide the history of your complaint.

Have you used the VSA My Self-Help tool? **Yes** **No**

If you have not already done so, we suggest you try the VSA's My Self-Help tool before filing this complaint. This tool helps people with vehicle purchase and lease questions or issues. By answering a few questions, you will be guided to information about your question or issue. My Self-Help provides options to resolve your question or issue. One option is the Online Dispute Resolution Platform. You can access VSA's My Self-Help at this link: <http://myselfhelp.vsabc.ca>.

Have you attempted to resolve your dispute with the Dealer? **Yes** **No****If yes, what was the outcome of your attempt to resolve your dispute with the Dealer?****How do you want your complaint to be resolved?****Have you taken or do you plan to take any other action on this complaint e.g, mediation, court action, VSA Online Dispute Resolution?** Yes No

If you have started court action against the VSA licensee which is based on the same or similar issues in your complaint, the VSA may decline to act on your complaint until that action is resolved.

If you have taken any other action, please describe what you have done.

SECTION 4**Provide the details of your complaint.**

Vehicles to which your complaint relates—please complete all applicable fields.

1: Type of Issue

Lease
Payment of the deposit
Purchase of an insured product
Purchase of the Vehicle
Purchase of the extended warranty
Consignment

Date of Event Leading to this Complaint:*eg. Date of purchase, deposit, consignment, or lease*

Vehicle Year

Vehicle Make

Vehicle Model

VIN: The VIN is the vehicle identification number typically found on the registration papers and, or the inside of the driver's door.

Type of Motor Vehicle: Select one

Car Mini-van Motorcycle RV SUV

Trailer Truck Other

Odometer reading: at purchase

Now

Purchase Price (before taxes & fees) \$

Payment method: Select one

Financed Leased Cash

Interest rate

Registration number: As stated on the ICBC Transfer/Tax form or Vehicle Registration

Did you purchase an extended warranty? Yes No

Vehicle Status: New Used

2: (if applicable)

Trade-in Consignment

Vehicle Year

Vehicle Make

Vehicle Model

VIN: The VIN is the vehicle identification number typically found on the registration papers and, or the inside of the driver's door.

Type of Motor Vehicle: Select one

Car Mini-van Motorcycle RV SUV

Trailer Truck Other

Odometer reading: at purchase

at trade in

Payment method: Select one

Financed Leased Cash

Interest rate

Vehicle Status: Select one

New Used

SECTION 5**Vehicle Use**

For more information on vehicle use please see the VSA Fact Sheet, [Use of Vehicle Defined](#).

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

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

*Example: family use, driving to and from work,
not owned by a company.*

*Example: Company vehicle, personal vehicle used to conduct business,
To carry or store equipment or inventory.*

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

SECTION 6

Provide the reasons of your complaint • Please type or print legibly.

List the events related to your complaint in order of when they happened. Include the names of the people with whom you dealt. These people might include salespersons, broker-agent representatives, and managers. Provide only accurate details to the best of your knowledge and belief. If you are unable to provide all the details in the space below, attach more details with your supporting documents at the time of submission.

Additional statement attached:

SECTION 7**Supporting Documents**

Please attach copies of all documents related to your complaint. These include documents you got from the motor dealer and from ICBC.

Examples of documents that might be related to your complaint include:

- 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.)

If someone has helped you in filling out the VSA Consumer Complaint Form and you would like for this person to get updates from the VSA about the status of the complaint and, or receive copies of related documents, they must be authorized by the complainant. To do that please submit an [Authorization Form](#).

SECTION 8**Terms of Service**

The Vehicle Sales Authority of BC (the "VSA") will record, enquire, and attempt to resolve your complaint based on the terms of the VSA Complaint Handling Terms of Services. Please review the [VSA Complaint Handling Terms of Service](#).

By checking this box, you are agreeing to the VSA Complaint Handling Terms of Service.

First Name _____

Last Name _____

Date _____

Please send your completed Customer 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 vsabc.ca

Email consumer.services@vsabc.ca

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

Fax 604.575.7080