



**Report a Concern or Issue Form**  
*For concerns about the VSA licensees*



You can use this form to notify the Vehicle Sales Authority of BC ("VSA") if you believe that a VSA licensee – a motor dealer, salesperson, wholesaler, broker-agent or broker-agent representative has contravened the *Motor Dealer Act* and its *Regulations*, the *Code of Conduct*, or the applicable provisions of the *Business Practices and Consumer Protection Act*.

To find out what issues the VSA deals with or not, see the Fact Sheet at [vsabc.ca](http://vsabc.ca). If this form was mailed to you, the fact sheets and forms at the indicated links will be attached to the complaint form.

If you have a dispute with a VSA licensee and would like to apply for dispute resolution – this form is not for you. Complaint forms are available on VSA website [vsabc.ca](http://vsabc.ca). Please contact the VSA Consumer Services at 604.575.7255 or toll-free at 1.877.294.9889 for more information.

**Section 1. Your contact information**



How much personal information you provide to us is up to you. If we do not receive any contact information from you, it will be impossible for us to respond to you regarding your concern or issue. However, if you prefer to remain anonymous, please let us know below and we will respect your preference.

By providing your e-mail address, you authorize us to send you correspondence by e-mail.

- I prefer to remain anonymous. I do not want to receive any communications from the VSA regarding my concern or issue.
- I prefer to remain anonymous. I would like to receive communications from the VSA regarding my concern. My limited contact information is provided below.
- My contact information is provided below.

First name \_\_\_\_\_ Last name \_\_\_\_\_  
 Daytime phone \_\_\_\_\_ E-mail \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Province \_\_\_\_\_ Postal code \_\_\_\_\_

**Section 2. Information about the VSA licensee that you have concerns about**



To find a VSA licensee please use the online registry on the VSA website.

- |                                       |  |  |
|---------------------------------------|--|--|
| <input type="checkbox"/> Motor Dealer | <input type="checkbox"/> Broker Agent                | <input type="checkbox"/> Wholesaler                |
| <input type="checkbox"/> Salesperson  | <input type="checkbox"/> Broker Agent Representative | <input type="checkbox"/> Wholesaler Representative |

Name of Business \_\_\_\_\_  
 Phone number \_\_\_\_\_ Email \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Province \_\_\_\_\_ Postal code \_\_\_\_\_

Name of Individual \_\_\_\_\_  
*first name* \_\_\_\_\_ *last name* \_\_\_\_\_  
 Phone number \_\_\_\_\_ Email \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Province \_\_\_\_\_ Postal code \_\_\_\_\_

**Section 3. If your concern involves a specific vehicle, please provide the vehicle information**



To find out if the vehicle involved in your concern or issue is under the VSA's Jurisdiction, see the Fact Sheet at the VSA website.

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

VIN: \_\_\_\_\_ Registration number: \_\_\_\_\_  
(Vehicle identification number) (as stated on the ICBC Transfer/Tax Form or Vehicle Registration)

**Section 4. The description of your concern or issue**



Please provide a brief description of your concern or issue. Describe steps you have taken to address the problem. If you have relevant supporting documents, please send them with this form.

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Additional statement attached: Yes  No  Supporting documents attached: Yes  No

**Section 5. Terms of service and signature**



Please review the VSA Complaint Handling Terms of Service at the VSA Website or attached a form that was mailed to you.

By signing this form, I agree to the VSA Complaint Handling Terms of Service.

Signature: \_\_\_\_\_ Name: \_\_\_\_\_  
*first name last name*

Date: \_\_\_\_\_  
*day month year*



Please send your completed form and supporting documents to the VSA Consumer Services:

- By e-mail: [consumer.services@vsabc.ca](mailto:consumer.services@vsabc.ca), or
- By mail: Vehicle Sales Authority of BC, 280 - 8029 199 Street, Langley, BC V2Y 0E2, or
- By fax: 604.575.7080

For information, please contact Consumer Services at 604.575.7255 or toll-free at 1.877.294.9889 or visit our website at [vsabc.ca](http://vsabc.ca)