

Section 2. Consent to disclose your complaint status



The VSA will provide information about the complaint status only to complainants or their Legal Representatives.

To authorize the VSA to provide information about a complaint to anyone other than complainants or their Legal Representatives, complainants must complete an Authorization on the VSA website.

Authorization attached Yes No

Section 3. Who is the complaint against?

Limitation: The VSA investigates complaints involving licensed BC wholesalers and wholesale auctions exempt from the VSA licensing requirements.



To find a licensed wholesaler, use the online registry on the VSA website.

Name of the wholesaler / wholesale auction _____

Address _____

City _____ Province _____ Postal code _____

Salesperson _____

Manager (General Sales Business) _____

Section 4. Vehicle and transaction

Limitation: The VSA investigates complaints involving motor vehicles as defined by the *Motor Dealer Act*.



To find out eligible types of vehicles, see the Fact Sheet "Vehicles under the Jurisdiction of the VSA" on the VSA website.

Vehicle

Year: _____ Make: _____ Model: _____

VIN: _____ For RVs only: VIN 2 _____
(the coach VIN)

Registration number: _____ (as stated on the ICBC Transfer/Tax Form or Vehicle Registration)

Odometer reading: At purchase _____ Now _____

Transaction

Financed Leased Cash With trade-in: Yes No

Date of payment to a broker agent: _____ Service fee amount: _____

Date of deposit payment: _____ Deposit amount: _____

Date of purchase / lease / consignment: _____ Price: _____ (before taxes, extras)

Did you purchase an extended warranty: Yes No

Did you take the vehicle for a mechanical inspection prior to purchase/lease?

Yes No Broker agent provided Broker agent did not allow
Wholesaler provided Wholesaler did not allow

Section 5. Reasons for the complaint

Please provide the reasons for your complaint. List the events related to your complaint in the order they occurred. Include names of wholesaler representatives and managers you dealt with. If needed, please attach a more detailed statement to this form. It is preferable to type your statement.



See Section 10. Terms of service (page 5) for information about your responsibility to provide information that is complete, true and accurate to the best of your knowledge and belief.

Additional statement attached: Yes No

Section 6. Supporting documents

If you received any of the following documents at the time of the transaction, or have other documents relevant to your complaint, send them to the VSA with your complaint application.

Worksheet	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Deposit agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Deposit receipt	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Sale and purchase agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Finance agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Lease agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Consignment agreement	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
Warranty information	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Mechanical condition report	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Vehicle history report	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>	Verbal <input type="checkbox"/>	None <input type="checkbox"/>	N/A <input type="checkbox"/>
Vehicle registration	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>
ICBC Transfer/tax form (APV9T)	Written <input type="checkbox"/>	A copy attached <input type="checkbox"/>		None <input type="checkbox"/>	N/A <input type="checkbox"/>

Other documents attached

Section 7. Dispute resolution

What do you want the wholesaler to do to resolve your complaint?

Have you made this known to the wholesaler?

Yes, in writing (attach a copy) Yes, verbally (provide details below) No

Did you receive a response from the wholesaler?

Yes, in writing (attach a copy) Yes, verbally (provide details below) No
