

VSA Operations by the Numbers

Report date: January 6, 2023

| | FY 2023 April - December 2022 (9 months) | FY 2022 April 2021 - March 2022 (12 months) |
|---|--|---|
| Active Licences (at end of period) | | |
| Franchise automobile dealers | 438 | 439 |
| Franchise RV dealers | 50 | 57 |
| Independent (used) automobile & RV dealers | 936 | 923 |
| Motorcycle and moped dealers (new and used) | 83 | 82 |
| Leasing companies | 97 | <u>91</u> |
| Motor Dealers | 1604 | 1592 |
| Wholesalers (dealers and independents) | 1276 | 1206 |
| Broker Agents | 10 | 8 |
| Licensed Salespeople (with employment) | 8558 | 8405 |
| Inspections | | |
| Liaison contacts (in person by phone) | 516 253 | 440 311 |
| Inspections | 935 | 825 |
| Consumer Enquiries and Complaints | | |
| Consumer enquiries received | 1788 | 2511 |
| Consumer complaints received | 639 | 680 |
| Consumer complaints closed Closed with restitution Amount | 631 176 \$898,198 | 705 201 \$1,331,196 |
| Compensation Fund Activity | | |
| Claims Filed Adjudicated Approved | 2 7 3 | 9 5 3 |
| Amount paid to consumers | \$35,352 | \$22,000 |
| Investigations | | |
| Completed investigations for consumer complaints | 368 | 428 |
| Completed non-complaint investigations Curber* investigations | <u>38</u> 6 | <u>84</u> 22 |
| Total completed investigations | 406 | 512 |
| Compliance Enforcement Activities | | |
| Education | 257 | 188 |
| Verbal Warnings | 53 | 67 |
| Written Warnings | 10 | 4 |
| Undertakings | 4 | 6 |
| Registrar's Decisions | 2 | 7 |
| Conditions on Licence | 4 | 4 |
| Administrative penalties | \$22,869 | \$27,000 |
| Ombudsperson Oversight | | |
| Complaints investigated Open investigations | 0 1 | 0 |
| Complaints substantiated | 0 | 0 |

*Curber - a private seller in the business of selling vehicles without a license