



To: All RVDA of Alberta Member Dealers

Please be aware that AMVIC will be inspecting your dealerships on a regular basis going forward. We hope the attached information is of use to you.

This communication is regarding important information that will help you in your daily operations going forward.

AMVIC's Policies outlines the guidelines inspectors will be expected to abide by and will ultimately set the rules dealers must understand when dealing with AMVIC. It will identify the responsibility and actions expected on both sides to create a process to be followed that is professional and respectful to all parties. Included in this package is a sample letter inspectors will be using as a basis for interaction with your staff if an inspection of your business is scheduled. This will help you understand the process to better communicate what is required by knowing your rights.

Please take the time to review AMVIC's Policies pdf document regarding inspections on the following link: www.amvic.org/about-us/board-of-governance/policies/ - Industry Standards Policy

In closing, I would like to thank you again for your continued support.

Sincerely,

A handwritten signature in cursive script that reads "Dan Merkowsky".

Dan Merkowsky
Executive Vice President
RVDA of Alberta

“AMVIC INSPECTION SAMPLE LETTER”

AMVIC’s mandate is to provide consumer protection in Alberta’s motor vehicle industry through mandatory licensing for motor vehicle businesses and salespeople as required by the *Fair Trading Act* of Alberta and to provide a fair marketplace for automotive consumers and businesses.

In September 2014, AMVIC developed the Industry Standards Department. This department’s responsibilities are to inform and educate businesses and salespeople on legislative requirements or changes; to provide advice on best business practices while ensuring businesses and salespeople are in compliance with legislation through regular routine inspections. Our goal is to take a pro-active approach through industry education to provide a level playing field for businesses and enhance consumer protection.

A routine inspection of your business is scheduled. The purpose of the inspection is threefold:

- Inspect your records and business practices to ensure compliance with the *Fair Trading Act* and Regulations.
- Assist you with changing business practices to become compliant with legislation.
- Provide information about motor vehicle legislation and answer any questions you may have in regards to the legislative requirements.

An **appointment** to conduct the routine inspection is scheduled for **October 29th, 2014 at 2:00pm**. Please confirm receipt of this email and confirmation of appointment by responding to this email. Please include who I will be meeting with as I need to speak with either the Controller or General Manager. If you wish to discuss the inspection process in further detail please call me.

To help you prepare for the inspection, below is a list of items that could be included in the inspection. Please ensure all records are available regarding your automotive transactions for the **past 3 months**. While on site, I will select a sample of deal jackets to review in detail; these can be pulled at that time. This includes but is not limited to:

- **Sales and consignment agreements (wholesale and retail).**
- **MFA Inspection reports for the above in addition to all stock available for sale.**
- **Warranty Documents and proof of warranty premium remittances.**
- **Samples of advertisements published 3 months ago or greater (print/online).**

All documentation will remain private and confidential as per AMVIC’s Code of Ethics and will only be used for the purpose of the inspection.

As per the *Fair Trading Act* Section 145(1) “An inspector may enter the business premises of a regulated person at any reasonable time to conduct an inspection to determine if there is compliance with this Act and the regulations”.

Thank you,

AMVIC Inspector