



Ontario's Vehicle Sales Regulator

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OMVIC COMPLAINTS PROCESS ACKNOWLEDGEMENT

The Ontario Motor Vehicle Industry Council (OMVIC), is the industry regulator responsible for administering the *Motor Vehicle Dealers Act, 2002* (the "Act"). Under the Act all motor vehicle dealers and salespeople must be registered with OMVIC.

Upon request, OMVIC may attempt to negotiate a settlement to resolve customer complaints where a customer has purchased, traded-in or leased a vehicle from a registered dealer. In many instances, OMVIC's involvement often results in a settlement without the purchaser having to bring the dealer to Court.

OMVIC handles complaints at no cost to the dealer or customer. OMVIC is a neutral third party who does not represent either party. **While OMVIC will offer to explain to the customer his or her rights and the dealer's obligations pursuant to various consumer protection legislation, OMVIC cannot provide legal advice to either party nor can OMVIC force a dealer to enter into a particular settlement arrangement. Accordingly a customer may need to pursue his or her case in Court.** However, it is important to note that OMVIC representatives are not compellable as witnesses under the Act and as such cannot provide evidence or testimony in Court for civil proceedings.

If a customer is successful in obtaining a judgment against a dealer which remains unpaid, OMVIC may be able to assist in enforcing payment.

I acknowledge that OMVIC was not a party to the trade in the motor vehicle and will not be liable for anything done or omitted with respect to the purchase, lease or trade-in of a vehicle or in the handling of the complaint.

I have read and understand the above limitations of OMVIC's involvement and agree to proceed in accordance with the complaints process as described.

Print name of complainant

Signature of complainant

Date signed (YYYY/MM/DD): / /