

## Part 2: Industry Code of Conduct FAQ

### Whose idea was the code?

The industry requested a code and it was established as a legal requirement by the government in 2004. A draft code was recently provided to the government by an industry working committee. That draft was based on existing industry association codes. The draft code was changed very little by the government.

### Who adopted the code?

The Code of Conduct was written and adopted by the BC Government. The Registrar and the VSA are responsible for the administration and enforcement of the code.

### Who does it apply to?

All licensees under the *Motor Dealer Act* – dealers, salespeople, wholesalers, broker agents and broker agent reps. Wholesaler reps will be held accountable as an agent of the wholesaler.

### When is the code in force?

April 1, 2019

### How will salespeople and other licensees learn about the code?

The Code of Conduct will be explained in a mandatory, free CE module that will be provided beginning in late March. Every licensee will be sent a link for the course once the course is available. No registration will be required.

### Is the course mandatory?

Yes. Completion of the course and an acknowledgement of the code is mandatory. In addition to individual licensees, the legislation requires a person with the authority to bind a dealership, wholesaler or broker-agent will also have to acknowledge the terms of the code.

### How will allegations of violations of the code be handled?

Procedures and policies regarding violations of the code are being developed and will be shared in the CE module. The existing penalties outlined in the *Motor Dealer Act* also apply to violations of the code.

### Questions?

If you have questions, call the VSA at 604-574-5050 or 1-866-400-3529 and mention the new Code of Conduct. Or email [communications@mvsabc.com](mailto:communications@mvsabc.com). Or review these documents:

[The Code of Conduct as enacted](#)

[An annotated version of the code with explanations and examples](#)



The VSA is an independent, non-profit agency that oversees the retail sales of personal-use motor vehicles in British Columbia. Please send your questions and comments to [communications@mvsabc.com](mailto:communications@mvsabc.com)

Vehicle Sales Authority

