

DRIVING STANDARDS

//////////////// 2022 – 2023 Annual Report //////////////////



ALBERTA MOTOR VEHICLE
INDUSTRY COUNCIL

Contents

Who we are	1
Year at a glance	2
AMVIC overview	3
Governance	4
Message from the Board Chair	5
Message from the Board Treasurer	5
Message from the CEO	6
Driving education	7
Driven to help consumers	9
Licence to operate	12
Driving industry engagement and education	14
Driving compliance	16
Enforcement and administrative actions	19
Investing in people	22
Public interest disclosure	22
Financial statements	23
Executive team	37

AMVIC strives to build a fair marketplace
for both consumers and businesses.



Who we are

The Alberta Motor Vehicle Industry Council (AMVIC) is Alberta's automotive industry regulator. AMVIC is a public agency accountable to the Minister of Service Alberta and Red Tape Reduction, and the Government of Alberta.

Mission

AMVIC protects the public interest, and promotes trust and confidence in the automotive industry through heightened awareness, and the fostering of a positive exchange of information among industry stakeholders.

Mandate

AMVIC protects consumers and industry from unfair practices in the automotive business industry. Consumer protection and a fair marketplace are achieved through an AMVIC-managed mandatory licensing program for automotive businesses and a registration program for automotive business salespeople; educating industry on regulatory compliance, informing consumers of their rights and enforcing consumer protection laws as set out by the *Consumer Protection Act* of Alberta.

Year at a glance

\$1,434,154.84

obtained for automotive consumers through alternate dispute resolution (ADR)

2,730

total complaints submitted

682

total number of files investigated and closed

425

total licensee field inspections conducted

16

total charges laid against 10 businesses and individuals

Advertised Price Compliance Inspection and Enforcement Project

44

franchise businesses inspected over 15 days

6

businesses were found to be fully compliant

37

businesses found to be illegally selling over advertised price

AMVIC overview

Funding

AMVIC is a public agency under the *Alberta Public Agencies Governance Act* (APAGA) and is funded by the collection of business and salesperson fees, course registration fees and the vehicle sales levy.

Accountability

AMVIC is accountable to the Minister of Service Alberta and Red Tape Reduction, the Government of Alberta and ultimately the public as a public agency.

Principles

The following principles provide the framework for all policies and procedures developed at AMVIC and help the organization successfully deliver its mandate:

- Foster open and clear communication in the automotive industry and support an honest exchange of information among industry, government and consumers.
- Assist the motor vehicle industry to build best business practices upon the framework of the *Consumer Protection Act* through education, compliance and enforcement of legislation.
- Provide alternatives for resolution of consumer complaints.

AMVIC has the authority to enforce the:

Consumer Protection Act

Automotive Business Regulation
Cost of Credit Disclosure Regulation
Internet Sales Contract Regulation

Traffic Safety Act

Vehicle Inspection Regulation

Criminal Code

Sections relating to forgery, fraud and false pretence

Governance

The 13 directors on the AMVIC board include seven directors appointed from the public by the Minister of Service Alberta and Red Tape Reduction, who sets terms for public directors. Five directors are appointed by motor vehicle industry associations and one director is appointed through nominations from the automotive industry. To qualify for the industry director-at-large nomination, the individual must be an owner or an employee of an automotive business in Alberta.

Programs and policies approved by the board are implemented and managed by AMVIC's chief executive officer [CEO].

The board works with the CEO to:

- Determine strategic priorities and set policy guidelines;
- Ensure financial and operational viability through fiscal oversight;
- Develop and maintain positive relationships with stakeholders; and
- Communicate AMVIC's benefits to consumers, industry and government.



The Board of Directors

Brad Krizan (Chair)
Public

Denis Ducharme
Public

Dale Hopkins (Treasurer)
Recreation Vehicle Dealers'
Association of Alberta

Diane Kolibar
Industry director-at-large

Shane Menzak
Auctioneers' Association of Alberta

Russ Morrow
Public

David Quest
Public

Hardeep Rai
Alberta Automotive Recyclers &
Dismantlers Association

Jordon Romeril
Motor Dealers' Association of Alberta

Alison Sabo
Public

Don Wilson
Public

Erol Yersel (Secretary)
Canadian Independent Automotive
Association – Alberta Chapter

Vacant
Public

Message from the Board Chair

As a public agency, AMVIC is committed to consistent implementation of its delegated responsibilities. Paying close attention to compliance, education and communication remains critical in our efforts to create well-informed consumers and a level playing field for automotive businesses. AMVIC has developed a strong relationship with the Government of Alberta, Minister Dale Nally, and the officials and staff in the department of Service Alberta and Red Tape Reduction.

AMVIC is accountable to the Minister of Service Alberta and Red Tape Reduction as a regulatory agency assigned to protect consumers and the automotive business industry from unfair practices, achieved by meeting the mandate and roles document requirements. Additionally, our strategic plan reflects our commitment to the long-term success of AMVIC, outlining four strategic priorities for the 2022 – 2023 fiscal year:

- Financial stewardship: AMVIC must ensure there are adequate financial resources to effectively execute its delegated responsibilities and deliver its mandate.
- The Compensation Fund: we must ensure the Compensation Fund continues to work effectively for consumers and focus on improvement opportunities.
- Fostering consumer, industry and government relationships: AMVIC must continue to provide valuable, educational information to consumers, particularly vulnerable consumers; implement an industry relationship strategy; and enhance our

positive, value-adding relationship with Service Alberta and Red Tape Reduction, and the Minister.

- Increasing regulatory compliance: AMVIC will continue to increase compliance through education and enforcement of legislation.

Delivering on the strategic priorities outlined above prompts us to take a critical look at the resources required to continue to fulfill our mandate. In response to the changing environment we must expand our capabilities to increase compliance in the automotive industry and to provide effective consumer protection.

I would like to thank Elizabeth Soria (public member) and Robert Miller (representative of the Alberta Automotive Recyclers and Dismantlers Association) whose terms expired and left the board this fiscal year. Their dedication and commitment allowed AMVIC to move forward as an adaptable organization. We also welcomed three new members, Russ Morrow (public), Hardeep Rai (Alberta Automotive Recyclers and Dismantlers Association) and Donald Wilson (public) who joined the board this fiscal year. On behalf of the AMVIC Board of Directors, I also want to thank Malcolm Knox and the AMVIC staff for their continued dedication, attention and commitment which has culminated in another productive and successful year.

(original signed by)
Brad Krizan, Board Chair

Message from the Board Treasurer

In the fiscal year 2022 - 2023, vehicle inventories remained a prominent issue. While some brands saw notable improvements over the previous year, others struggled with low inventory levels similar to the year before. This situation was largely influenced by ongoing chip shortages which led to production cuts in the vehicle manufacturing sector. Additionally, the increasing demand for raw materials in electric vehicles added to the competition for resources.

The Alberta Motor Vehicle Industry Council (AMVIC) is funded independently of the government and is given the authority through the *Consumer Protection Act* to collect fees and the AMVIC vehicle sales levy. The volatility in the automotive marketplace presented challenges for AMVIC. On the one hand, AMVIC had to ensure the financial stewardship of the organization, while on the other hand, maintain its duty to educate and protect consumers, and create a level playing field for automotive businesses.

For the year ending on March 31, 2023, AMVIC reported total revenue of \$6,194,067, a slight increase of \$28,313 compared to the previous year. This increase was primarily attributed to higher interest income generated by AMVIC's investments.

However, AMVIC continued to experience a decline of its sales levy revenues due to reduced sales of new and used vehicles, including recreational vehicles, in the province.

AMVIC's operating expenditures for the year amounted to \$6,370,090, which was \$500,904 higher than the prior year. The increase was a deliberate decision by AMVIC in response to trends observed in the marketplace, undertaking various initiatives aimed at enhancing consumer awareness, educating both consumer and industry, and strengthening enforcement measures. These additional expenditures were funded by AMVIC's unrestricted net assets.

During the year, the Compensation Fund determined 25 eligible claims, totalling \$300,812, which were paid and payable. AMVIC was able to recover \$35,710 from licensees, resulting in a net claims expense of \$265,102. The Compensation Fund received a transfer in the amount of the net expense to remain at \$4,000,000.

(original signed by)
Dale Hopkins, Board Treasurer

Message from the CEO

////////////////////

As the regulator of Alberta's automotive business industry, AMVIC's delegated authority is to regulate the industry and enforce consumer protection legislation. AMVIC works hard to protect Alberta automotive consumers from unfair business practices, and toward building trust, confidence and regulatory compliance. A fair marketplace is an expectation shared by many.

The global COVID-19 pandemic created numerous challenges to the automotive industry including the microchip shortage, supply chain issues and reduced vehicle inventories. As the pandemic subsided, the automotive industry shifted and we have seen industry taking advantage of consumers and not following legislation, particularly in the area of all-in pricing and advertising.

Non-compliance is a significant issue in our efforts to protect consumers and establish a level playing field for the automotive industry. Non-compliance can be linked to a lack of industry awareness and understanding of the legislative requirements; AMVIC has continued its focus on education efforts at many levels, with inspectors and investigators working to improve industry compliance with legislative requirements.

However, it became apparent that AMVIC has reached a point where proactive education is not having the necessary impact and effect consumers need. Many consumers are caught in impossible situations of having to pay sometimes exorbitant additional fees in order to purchase a vehicle.

Consumer complaints increased significantly (12.5 per cent); the number of investigations remains high (682); restitution paid to consumers is at an all-time high (\$464,119); the number of AMVIC inspections increased and 13 Administrative Penalties to businesses were issued, totalling \$105,900.

AMVIC has the authority to inspect all licensed automotive businesses in Alberta and it's the area where AMVIC plans to make significant headway. In late January 2023, AMVIC initiated the Advertised Price Compliance Inspection and Enforcement Project which focused primarily on all-in pricing and advertised price compliance. AMVIC inspectors visited 44 retail franchise dealers, representing about 10 per cent of the franchise dealers, between Jan. 24 and Feb. 10, 2023. In all cases, the businesses had been previously inspected and informed of specific areas of regulatory non-compliance.

The results were disappointing:

- Only six businesses were found to be fully compliant, with no vehicles sold over the advertised price.
- Thirty-seven businesses were found to have sold vehicles over the advertised price, up to \$6,854.25.
- Twenty-four application reports were presented to the Director of Fair Trading (as delegated) and enforcement action was initiated.
- Of the 767 vehicles sold by these dealers, 200 vehicles were sold over the advertised price.

There exists an onus on each business to do their due diligence and ensure they are complying with the legislation that governs the regulated industry they have chosen to be a member of. Selling a vehicle over the advertised price, misrepresenting fees or failing to properly disclose additional fees are in contravention of the *Consumer Protection Act* which can result in various enforcement actions such as charges, an Undertaking or Administrative Penalties. Many enforcement actions are publicly posted on amvic.org in accordance with the *Consumer Protection Act* Sections 157.1(1) and (3).

Consumer awareness of AMVIC's helpful resources is the first step in AMVIC's multifaceted approach to help consumers understand their rights, protections and responsibilities prior to entering into an automotive transaction. AMVIC conducted a successful advertising campaign during Q4, we were able to participate in the Edmonton Woman's Show, the first trade show since the pandemic, and we have worked closely with our partners, including the federal Competition Bureau's Fraud Prevention Month Forum and Crime Stoppers through their five locations across the province.

Vehicle purchases are typically the second-largest purchase consumers make and AMVIC has always taken the approach that an educated consumer is better able to make the appropriate purchase decision for themselves or their family. Communication and education efforts are critical to help consumers understand their rights, and industry members to know their responsibilities.

(original signed by)

Malcolm Knox
AMVIC Chief Executive Officer

Driving education

AMVIC takes a multifaceted approach in providing resources to help consumers understand their rights, protections and responsibilities prior to entering into an automotive transaction.

AMVIC connects with consumers at the Woman's Show

AMVIC educated consumers on their rights and responsibilities within the automotive industry at the Edmonton Woman's Show, Oct. 22 to 23, 2022. Consumers asked questions on what to remember when taking their vehicle in for a service or repair, what procedure to follow when filing a complaint and how to know if a business is licensed with AMVIC. AMVIC bags filled with giveaways including ice-scrappers and tip cards were passed along to consumers. Wallet cards specifically geared to informing consumers about their rights when it comes to service and repair were also available.



Advertising campaign

AMVIC once again embarked on an advertising campaign using a variety of formats including television traffic helicopter ads, online click ads, social media, radio streaming audio and billboards. AMVIC also purchased advertising in various Alberta registries, as well as in recreation centres, ensuring that advertisements were seen across Alberta in different sized communities.



Sample of advertisement

Fraud Prevention Month activities

For the seventh consecutive year, AMVIC joined the federal Competition Bureau's Fraud Prevention Forum online to raise awareness on how to recognize, reject and report fraud.

14

consumer bulletins emailed
and posted to amvic.org

The largest spike in web traffic was on Jan. 11, 2023, when AMVIC issued an industry bulletin regarding nominations for the open industry-at-large position, with 2,617 sessions.

Social media

1,180 page followers
31,724% increase in reach* from last fiscal year
413% increase in page visits from last fiscal year

726 Twitter followers
18,588 total tweet impressions**

**Impressions refers to the number of post views.

*Reach refers to the number of individuals who see a post once.

Business plan metrics: communications

Performance measure	2022– 2023 target	2022– 2023 actual
Proactive awareness activities: newsletters, industry and consumer bulletins, news releases	25	34
Consumer and industry events*	n/a	1
Level of public awareness of AMVIC (measured by survey)	n/a	n/a

Performance indicator	2022– 2023 target	2022 – 2023 actual
Annual number of website sessions (purposeful visits)	330,000 sessions	350,697 sessions

* The COVID-19 pandemic has limited the opportunities for face-to-face interaction with consumers.



Driven to help consumers

Consumer services is the first point of contact for anyone who has a question or concern about an automotive business or salesperson in Alberta. Consumer services staff review each complaint submitted to AMVIC through an online process and coordinate appropriate followup actions.

If applicable, consumer services may attempt to encourage alternate dispute resolution (ADR). Regardless of the ADR outcome, if a breach or potential breach of the legislation is identified, the complaint is referred to the investigations team. The complaint may also be sent to AMVIC's industry standards team for review. The issue may require appropriate education or elevated progressive enforcement actions. The consumer could also be referred to apply for the Compensation Fund, if applicable.


Some complaints are outside of AMVIC's jurisdiction, in which case the consumer is given other contacts or resources to assist them. In 2022 – 2023 AMVIC received 2,730 complaint submissions on a variety of topics, the five most common listed below.

Complaints by business category

Business licence activity	2022 - 2023 complaints
New and used sales	1,465
Used sales only	674
Service and repair	288
Unknown (includes curbers and unlicensed businesses)	237
Recreational vehicle sales	42
Wholesale	13
Agent or broker	7
Recycling and dismantling	4
Total	2,730

Five most common complaint topics submitted

- 1 Condition of vehicle
- 2 Contract issues: sales
- 3 Repairs
- 4 Advertising
- 5 Unlicensed for repair activities



In 2022 – 2023, \$1,434,154.84 was obtained for 212 automotive consumers through alternate dispute resolution (ADR). More than \$8.7 million has been obtained for consumers through ADR encouraged by AMVIC since becoming a public agency.

Business plan metrics: consumer services

Performance measure	2022 – 2023 target	2022 – 2023 actual
Total consumer complaints resolved through alternate dispute resolution (ADR)	200	212

Performance indicator	2022 – 2023 target	2022 – 2023 actual
Total consumer complaints handled by consumer services officers	2,500	2,730
Total consumer complaints assigned by consumer services to investigations*	600	647
Total consumer complaints assigned by consumer services to industry standards	200	104

*Consumer services forwards all complaints with potential breaches of legislation to the investigations team.



Compensation Fund

AMVIC maintains a Compensation Fund for consumers who have suffered an eligible financial loss as the result of a transaction with an AMVIC-licensed business that is out of business or is otherwise unable to compensate the consumer. Consumers can submit a claim to AMVIC's Compensation Fund of up to \$25,000 per transaction. Where there are several claims against a single licensee, those claimants would share the maximum of \$300,000, pro-rated.

Compensation Fund 2022 – 2023

37 claims determined

- 25 eligible
- 12 ineligible

30 claims closed

11 claims opened



The total amount paid from the Compensation Fund to 25 claimants in 2022 – 2023 was \$300,811.90.

Business plan metrics: Compensation Fund

Performance measure	2022 – 2023 target	2022 – 2023 actual
Maintain fund at the maximum level established by AMVIC Bylaws	\$4 million	\$4 million
Adjudicate claims in accordance with the Automotive Business Regulation and Bylaw 2 Compensation Fund	100%	100%



Licence to operate

Any business or salesperson who engages in Alberta's automotive industry must be licensed or registered with AMVIC – it's the law. Businesses are licensed and salespeople are registered. Both processes require submitting a number of documents, including a background check from a third party and in the case of salespeople, successfully passing the Salesperson Registration Course. Salespeople must be registered with AMVIC to legally solicit, negotiate or conclude a sale. Each application is reviewed and may be approved, issued with conditions or refused. Once a licence or registration is issued, it must remain in good standing and be renewed annually.

An automotive business licence is required for any of the following classes and activities:

- **Sales licence class activities**

- Retailer: sells new or used vehicles and purchases vehicles from the general public.
- Wholesaler: sells, consigns and exchanges vehicles only with other automotive businesses.
- Agent or broker: negotiates or conducts on a consumer's behalf an agreement in which the consumer buys, sells or leases a vehicle.

- **Leasing licence class**

- Offers leases for a period longer than 120 days.

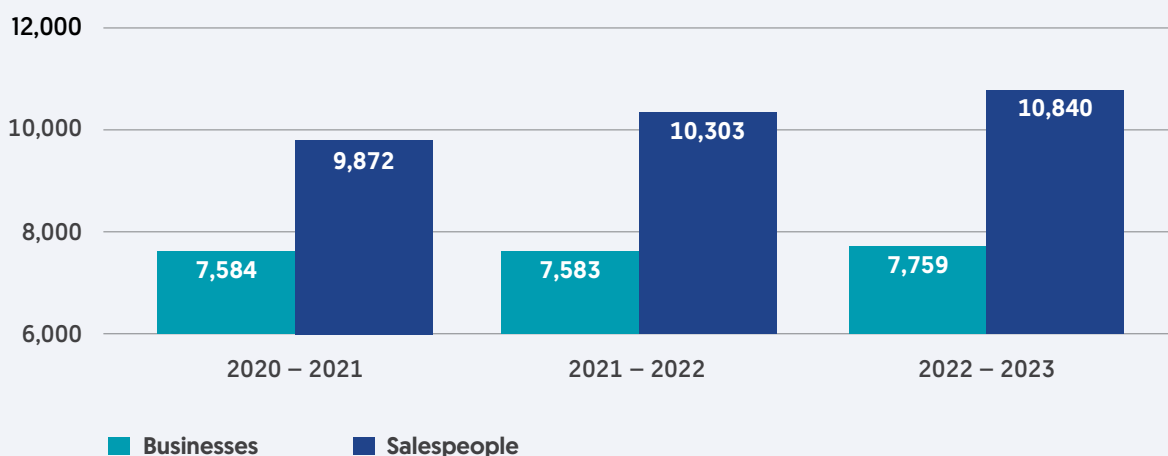
- **Consignment licence class**

- Sells vehicles on behalf of a consumer to other consumers.

- **Repair licence class activities**

- Garage,
- Service station,
- Autobody,
- Specialty service,
- Mobile, and
- Recycling and dismantling.

Total businesses licensed and salespeople registered (three-year comparison)





Business plan metrics: licensing

Performance measure	2022 – 2023 target	2022 – 2023 actual
Average number of days to process a new business licence application	35 days	30 days
Average number of days to process a new salesperson registration	15 days	13 days
Performance indicator	2022 – 2023 target	2022 – 2023 actual
Total number of business licences issued	7,800	7,759
Number of new business licences issued	840	847
Total number of salesperson registrations issued	10,500	10,840
Number of new salesperson registrations issued	2,400	2,407
Percentage of licensed businesses who renew on time*	75%	74%
Percentage of licensed businesses who report and pay sales levies on time	80%	88%
Percentage of registered salespeople who renew on time**	55%	71%

* Licensee renewal number only captures businesses who were at an issued status at the time of renewal.

** Registration renewal number only captures salespeople who were at an issued status at the time of renewal.

Driving industry engagement and education

Proactive education is a key component of enforcement. Monthly bulletins and AMVIC's quarterly newsletter support industry members in understanding and complying with Alberta's consumer protection laws. Salesperson applicants cannot qualify for an AMVIC registration until they have passed the mandatory Salesperson Registration Course's final exam. This means they cannot legally solicit, negotiate or conclude a sale with a consumer until they have been educated on the laws.

In addition to AMVIC's mandatory Salesperson Registration Course, AMVIC also offers a voluntary Service and Repair Course, which 38 users took in 2022 - 2023. The course provides knowledge of the regulations that those in the service and repair industry can apply to their everyday work.

Salesperson Registration Course successful completions

Year	Successful completions
2020 – 2021	2,309
2021 – 2022	2,519
2022 – 2023	2,573



Pass/fail regular and rewrite attendance

	Pass	Fail	Course attendance total
First attempt 2022 – 2023	2,481	105	2,586*
Rewrite 2022 – 2023	92	10	102
First attempt 2021 - 2022	2,425	136	2,561*
Rewrite 2021 - 2022	94	11	105

**Total attendance number does not account for no-shows, user errors or technical omissions.*

16

industry bulletins sent to salespeople and businesses

39,511

registrants and licensees receive impact, AMVIC's quarterly industry newsletter



Driving compliance

One of AMVIC's priorities is to help automotive businesses understand the legislative requirements and provide assistance in being compliant with the *Consumer Protection Act* and specific sections of the *Traffic Safety Act* and *Criminal Code*. AMVIC has the authority to inspect all licensed automotive businesses in Alberta, which serves to manage risk to consumers by reducing the impact of a non-compliant business.

Inspections are an opportunity to educate, explain legislation and answer any questions. An inspection can take anywhere from an hour to an entire business day depending on the size of the business and if followup is required.

Samples of records regarding automotive business transactions from the past three years may be inspected. Documents examined could include, but are not limited to: Mechanical Fitness Assessments (MFAs), bills of sale,

consignment agreements, repair invoices, banking records, vehicle inventory, payroll records and GST remittances. An inspector will also review previous recent advertisements in multiple formats.

Upon completion of an inspection, the inspector will typically discuss with the general manager of the licensee the inspection findings for the purposes of:

- Reviewing and explaining any issues found;
- education; and
- providing a package with information and guidelines to foster regulatory compliance.

The business is often given a time period to correct issues identified from an inspection and then a followup inspection is conducted to ensure any identified issues are remedied and compliance is met.

Licensee field inspections conducted

Licence type*	Number of inspections
New and used sales, and leasing Top concerns: non-compliant advertising, non-compliant Mechanical Fitness Assessment (MFA), non-compliant vehicle history disclosure, selling above advertised price	149
Service and repair, and recycling and dismantling Top concerns: non-compliant advertising, non-compliant invoices and estimates	145
Wholesale Top concerns: unlicensed business activities, unregistered salespeople, non-compliant wholesale agreement	64
Used sales and leasing Top concerns: non-compliant advertising, non-compliant vehicle history, non-compliant bill of sale, non-compliant MFA	56
Consignment, and agent or broker Top concerns: non-compliant vehicle history, unregistered salespeople	6
Recreational vehicle sales Top concerns: unlicensed business activities, unregistered salespeople, non-compliant bill of sale, non-compliant advertising	5
Total	425

*A licensee is included in only one category above, even if they are licensed for more than one class.

Top inspection concerns

Advertising non-compliance	51% of inspections
Bill of sale non-compliance	29% of inspections
Selling above advertised price	26% of inspections
Mechanical Fitness Assessment non-compliance	23% of inspections



Corrective action:

Education

Followup inspection

Progressive enforcement

Advertised Price Compliance Inspection and Enforcement Project

In late January 2023, AMVIC commenced a major all-in pricing and advertised price compliance inspection project that included 44 retail franchise vehicle sales businesses (about 10 per cent of the total number of franchise dealers in Alberta). Inspectors visited businesses in Calgary, Edmonton, Sherwood Park, Stony Plain, Spruce Grove, Wetaskiwin, Nisku, Leduc and Red Deer between Jan. 24 and Feb. 10, 2023. The inspections were all carried out on businesses that had already had at least one previous inspection where advertising compliance was an issue. These businesses were previously informed of their specific non-compliance issues and had ways to improve outlined in their findings letters.

Quick stats:

- Approximately 2,200 advertisements were pulled from 44 franchised vehicle sales businesses.
- Thirty-seven businesses were found to have sold vehicles over the advertised price, up to \$6,854.25 over the advertised price.
- Out of 767 deals inspected, 200 vehicles were sold over the advertised price.
- One business was found to be illegally requiring consumers to maintain vehicle loans for a minimum of six months.
- Twenty-four application reports were presented to the Director of Fair Trading [as delegated] for consideration of enforcement action.
- Thirteen warning letters and one Director’s Order were issued.

14%

of businesses inspected
were fully compliant

84%

of businesses sold over
advertised price

Business plan metrics: industry standards

Performance measure	2022 – 2023 target	2022 – 2023 actual
Licensee field inspections	420	425

Enforcement and administrative actions

AMVIC can take a number of enforcement actions against businesses and salespeople who do not comply with Alberta's consumer protection laws. Several factors are considered before determining appropriate enforcement action. AMVIC's team of 16 peace officers includes 13 investigators who work across Alberta. AMVIC's peace officers have the authority to lay charges under the *Consumer Protection Act* and specific sections of the *Traffic Safety Act* and *Criminal Code*. An administrative review by the Director of Fair Trading (as delegated) for a business or salesperson can be recommended by an AMVIC investigator or an industry standards officer.

Charges laid

Charge type	Number of charges
<i>Consumer Protection Act</i>	
Licence requirements	8
Unfair practices	3
Breach of a Director's Order	2
Automotive Business Regulation	2
<i>Traffic Safety Act</i>	1
Total	16

11 convictions*

total fines:

\$12,470

Restitution to victims
resulting from convictions:

\$464,119.33

*Convictions based on charges laid in previous years.

Zero tolerance for curbers

Automotive sales businesses operating without an AMVIC licence are known as curbers. These illegal, unlicensed sellers often mislead buyers about vehicle history and condition. Consumers who buy from a curber often find that when vehicle problems surface, the seller cannot be located and the consumer has no recourse.

Most Crime Stoppers tips that AMVIC receives are regarding curbers and backyard mechanics. A total of 59 actionable Crime Stoppers tips were received in 2022 – 2023. AMVIC would like to acknowledge our partnership with Crime Stoppers in the collective efforts of reducing crime.

In addition to enforcement, AMVIC works to educate consumers about the risks of buying from curbers and the benefits of choosing to deal with AMVIC-licensed businesses.

Investigations opened in 2022 – 2023

Investigation type	Number opened
New and used sales*	257
Used sales	246
Curbers and other (unspecified by consumer)	149
Service and repair	110
Recreational vehicle sales	17
Recycling and dismantling	4
Wholesale	4
Agent or broker	3
Total	790

A licensee is included in only one category above.

*New and used sales includes businesses that also sell used vehicles, but not consignment sales.

Business plan metrics: investigations*

Performance measure	2022 – 2023 target	2022 – 2023 actual
Consumer complaints investigated, completed or closed*	700	682
Number of meetings held with external intelligence and enforcement agencies	6	4
Number of initiatives developed and implemented as a result of meetings with external agencies	2	1
Curber files investigated (unlicensed businesses)	50	74

**Investigations may span over the course of two fiscal years, depending on the complexity and size of the investigation.*

Administrative reviews and actions

AMVIC follows a progressive enforcement model if there is a risk or perceived risk to consumers or the automotive industry. Investigations, inspections and licensing circumstances can progress to the Director of Fair Trading [as delegated] for an administrative review. Prior to the Director of Fair Trading [as delegated] proceeding with any form of administrative action, the licensee or registrant is provided with notice and given the opportunity to respond in writing and/or participate in an administrative review with the Director. A decision of the Director can be appealed by businesses and salespeople.

Administrative review outcomes may include:

- no action required;
- Undertaking (a voluntary negotiated agreement that occurs after a legislation breach where the business or individual agrees to stop the practice described);
- Director's Order (lays out specific requirements to be fulfilled in order to comply with legislation);
- Administrative Penalty up to \$100,000 (a monetary penalty for failing to comply with legislation);
- conditions added to a licence; or
- licence cancellation or suspension.



Business plan metrics: administrative enforcement

Performance measure	2022 – 2023 target	2022 – 2023 actual
Average number of working days to schedule and hold a licensing administrative review upon receipt of an application report	9	7.5
Average number of working days to schedule and hold an investigation administrative review upon receipt of an application report*	19	14
Average number of working days to issue a written administrative review decision after an administrative review is held**	2 (Lic.) 10 (Inv.)	2 (Lic.) 6 (Inv.)

* Affected by availability of all parties involved and adjournment requests.

** Lic. means licensing and Inv. means investigations.



137 total number of administrative reviews held

Administrative actions for licensing, investigations and inspections departments

Action	Licence type breakdown
13 Administrative Penalties totaling \$105,900	New and used sales: 6 Used sales: 6 Consignment: 1
10 Undertakings	Used sales: 9 New and used sales: 1
19 Director's Orders issued in response to investigations	Service and repair: 8 Used sales: 4 Wholesale: 3 Unlicensed: 3 New sales: 1
7 Director's Orders issued in response to inspections	Forced finance agreement: 6 Non-payment of warranty policies: 1
7 cancellations 2 business licence cancellations 5 salesperson registration cancellations	Used sales: 1 Wholesale: 1

Investing in people

AMVIC is committed to identifying both internal and external training initiatives that align with the business plan and fall within departmental budget guidelines. Staff development and stakeholder engagement with a focus on customer service is a priority. Cross-departmental training sessions lead to stronger team dynamics, while third party diversity and respectful workplace learning promotes a more diverse cultural engagement for all parties. By investing and reporting on these initiatives we can identify opportunities for improved staff development and stakeholder engagement.

Business plan metrics: human resources

Performance measure	2022 – 2023 target	2022 – 2023 actual
Hours of out of office staff training	200	334
Hours of in office staff training	600	724

Public interest disclosure

In accordance with the *Public Interest Disclosure (Whistleblower Protection) Act* Sections 32(1), 32(2) and 32(3), there were no disclosures, investigations, recommendations or statements of actions for the April 1, 2022 to March 31, 2023 period.



2022 – 2023

Financial statements



Independent Auditor's Report	24
Statement of Operations	26
Statement of Changes in Net Assets	27
Balance Sheet	28
Statement of Cash Flows	29
Notes to the Financial Statements	30

Independent Auditor's Report

Grant Thornton LLP
1701 Rice Howard Place 2
10060 Jasper Avenue NW
Edmonton, AB
T5J 3R8
T +1 780 422 7114
F +1 780 426 3208

To the Board of Directors of the
Alberta Motor Vehicle Industry Council

Opinion

We have audited the financial statements of Alberta Motor Vehicle Industry Council (the "Council"), which comprise the statement of financial position as at March 31, 2023, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly in all material respects, the financial position of the Council as at March 31, 2023, and its results of operations, its changes in its net assets, and its cash flows for the year then ended in accordance with Canadian public sector accounting standards for government not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Council in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian public sector accounting standards for government not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Council's ability to continue as a going concern, disclosing, as applicable, matters related to a going concern and using the going concern basis of accounting unless management either intends to liquidate the Council or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Council's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Council's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Council to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Edmonton, Canada

June 20, 2023



Chartered Professional Accountants

Alberta Motor Vehicle Industry Council

Statement of Operations

Year Ended March 31

	2023	2022
Operating		
Revenues		
Licence fees	\$ 3,132,350	\$ 3,141,835
Sales levy	2,439,887	2,508,944
Course fees	450,680	432,960
Other income	19,700	15,715
Interest income	151,450	66,300
Total revenues	6,194,067	6,165,754
Expenditures		
Amortization	74,433	79,594
Audit	30,364	25,190
Communications	178,965	25,764
Computer	276,938	238,828
Finance charges	129,944	132,883
Insurance	8,623	7,798
Labour	4,943,026	4,699,542
Legal fees	74,765	60,814
Office	98,771	81,665
Postage and courier	2,018	2,200
Professional services	14,822	10,752
Rent	360,981	367,678
Staff training and recruitment	6,595	841
Telecommunications	82,697	77,282
Travel	87,148	58,355
Total expenditures (Note 6)	6,370,090	5,869,186
Operating (deficiency) excess of revenues over expenditures	\$ (176,023)	\$ 296,568
Compensation Fund		
Revenues		
Investment revenue	102,615	43,943
Expenditures		
Administrative costs	160,193	225,353
Claims paid and payable	300,812	323,393
Claims and recoveries from licensees and security	(35,710)	(82,000)
Total expenditures	425,295	466,746
Compensation Fund deficiency of revenues over expenditures	(322,680)	(422,803)
Total deficiency of revenues over expenditures	\$ (498,703)	\$ (126,235)

See accompanying notes to the financial statements

Alberta Motor Vehicle Industry Council

Statement of Changes in Net Assets

Year Ended March 31

	Unrestricted	Compensation Fund [Note 4]	Internally restricted [Note 4]	Invested in capital assets	2023 Total	2022 Total
Net assets, beginning of year	\$ 4,201,585	\$ 4,000,000	\$ 2,100,000	\$ 157,194	\$ 10,458,779	\$ 10,585,014
Deficiency of revenues over expenditures	(159,168)	(265,102)	–	(74,433)	(498,703)	(126,235)
Inter-fund transfer [Note 4]	(265,102)	265,102	–	–	–	–
Net assets, end of year	\$ 3,777,315	\$ 4,000,000	\$ 2,100,000	\$ 82,761	\$ 9,960,076	\$ 10,458,779

See accompanying notes to the financial statements

Alberta Motor Vehicle Industry Council

Balance Sheet

March 31

	2023	2022
Assets		
Current		
Cash and cash equivalents	\$ 353,212	\$ 495,511
Accounts receivable	651,963	589,047
Prepays	55,494	60,804
Short-term investments (Note 3)	4,245,929	3,640,950
Short-term restricted investments (Note 3 and 4)	3,345,045	2,780,912
	8,651,643	7,567,224
Long-term investments (Note 3)	775,000	1,816,775
Long-term restricted investments (Note 3 and 4)	725,000	1,205,170
Capital assets (Note 5)	82,761	157,194
	\$ 10,234,404	\$ 10,746,363
Liabilities		
Current		
Accounts payable and accruals	\$ 168,003	\$ 225,779
Tenant allowance liability	1,647	9,880
Compensation Fund claims payable	104,678	–
	274,328	235,659
Long-term		
Tenant allowance liability	–	1,647
Long-term deposits (Note 7)	–	50,278
	–	51,925
	274,328	287,584
Net assets		
Compensation Fund (Note 4)	4,000,000	4,000,000
Invested in capital assets	82,761	157,194
Internally restricted (Note 4)	2,100,000	2,100,000
Unrestricted	3,777,315	4,201,585
	9,960,076	10,458,779
	\$ 10,234,404	\$ 10,746,363

Commitments (Note 9)

On behalf of the Board

[original signed by] Brad Krizan Director

[original signed by] Dale Hopkins Director

See accompanying notes to the financial statements

Alberta Motor Vehicle Industry Council

Statement of Cash Flows

Year Ended March 31

	2023	2022
Increase [decrease] in cash and cash equivalents		
Operating		
Deficiency of revenues over expenditures	\$ (498,703)	\$ [126,235]
Items not affecting cash: Amortization	74,433	79,594
	(424,270)	[46,641]
Change in non-cash operating items:		
Accounts receivable	(62,916)	58,574
Prepays	5,310	2,937
Accounts payable and accruals	(57,776)	48,728
Tenant allowance liability	(9,880)	[9,880]
Long-term deposits	(50,278)	[51,263]
Compensation Fund claims payable	104,678	[25,428]
	(495,132)	[22,973]
Investing		
Change in restricted cash	-	50,239
Proceeds from disposal of investments	11,797,424	5,395,817
Purchase of investments	(11,444,591)	[5,315,670]
	352,833	130,386
Net [decrease] increase in cash and cash equivalents	(142,299)	107,413
Cash and cash equivalents		
Beginning of year	495,511	388,098
End of year	\$ 353,212	\$ 495,511

See accompanying notes to the financial statements

Alberta Motor Vehicle Industry Council

Notes to the Financial Statements

March 31, 2023

1. Legal form and objectives

The Alberta Motor Vehicle Industry Council ("the Council") was originally incorporated under the *Societies Act* of Alberta on February 12, 1999. On October 31, 2018, as per section 137.8 of the *Consumer Protection Act*, the Council ceased being a society, and was continued as a corporation and a regulatory board under the *Consumer Protection Act*.

The Council's mandate is to protect consumers and industry from unfair practices in the automotive business industry. The Council is responsible for maintaining a mandatory licensing program for automotive businesses and a registration program for automotive business salespeople, educating industry on regulatory compliance, informing consumers of their rights and enforcing consumer protection laws as required by the *Consumer Protection Act*.

The Council is a "not for profit" organization for purposes of the *Income Tax Act* (Canada) and is exempt from income taxes.

2. Summary of significant accounting policies

These financial statements have been prepared by management in accordance with Canadian public sector accounting standards for government not-for-profit organizations ("PSAS-GNFPO") and include the following significant accounting policies:

Use of estimates and measurement uncertainty

The preparation of financial statements in conformity with PSAS-GNFPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenues and expenses during the period. Management reviews the carrying amounts of items in the financial statements at each balance sheet date to assess the need for revision or any possibility of impairment. Management determines these estimates based on assumptions that reflect the most probable set of economic conditions and planned courses of action. Actual results could differ from those estimates.

Significant estimates included in these financial statements are the completeness of sales levy revenue receivables, the amortization basis for capital assets, the valuation of the allowance for doubtful accounts receivable, and the accrual for Compensation Fund claims payable.

Cash and cash equivalents

Cash and cash equivalents include cash on hand, balances with banks, highly liquid temporary money market instruments, and short-term investments with original maturities of three months or less.

Financial instruments

The Council's financial instruments are measured at fair value when issued or acquired. For financial instruments subsequently measured at cost or amortized cost, fair value is adjusted by the amount of the related financing fees and transaction costs. Transaction costs and financing fees relating to financial instruments that are measured subsequently at fair value are recognized in operations in the year in which they are incurred.

At each reporting date, the Council measures its financial assets and liabilities at cost or amortized cost using the effective interest method (less impairment in the case of financial assets), except for equities quoted in an active market, which must be measured at fair value. All changes in fair value of the investments in equities quoted in an active market is recorded in the statement of operations. The Council uses the effective interest method to amortize any premiums, discounts, transaction fees and financing fees to the statement of operations. The financial instruments measured at amortized cost are cash and cash equivalents, accounts receivable, restricted cash, short-term and long-term investments, long-term restricted investments, accounts payable and accruals, Compensation Fund claims payable and long-term deposits. The carrying value of financial instruments approximates their fair value unless otherwise noted.

2. Summary of significant accounting policies [cont'd]

Financial instruments [cont'd]

For financial assets measured at cost or amortized cost, the Council regularly assesses whether there are any indications of impairment. If there is an indication of impairment, and the Council determines that there is a significant adverse change in the expected timing or amount of future cash flows from the financial asset, it recognizes an impairment loss in the statement of operations. Any reversals of previously recognized impairment losses are recognized in operations in the year the reversal occurs.

Financial instruments in related party transactions

Financial assets and financial liabilities in related party transactions are initially measured at cost, with the exception of certain instruments which are initially measured at fair value. The Council does not have any financial assets or financial liabilities in related party transactions which are initially measured at fair value.

Gains or losses arising on initial measurement differences are generally recognized in net income when the transaction is in the normal course of operations, and in net assets when the transaction is not in the normal course of operations, subject to certain exceptions.

Financial assets and financial liabilities recognized in related party transactions are subsequently measured based on the Council's initial measurement of the instrument. Financial instruments initially measured at cost are subsequently measured at cost, less any impairment for financial assets. Financial instruments initially measured at fair value, of which the Council has none, would be subsequently measured at amortized cost or fair value based on certain conditions.

Revenue recognition

The Council derives part of its revenues from fees charged for licences for automotive businesses and registrations for automotive salespeople. The licence term is non-refundable for a one-year period and revenue is recognized at the time the licence is issued.

The Council also derives revenue from collecting a sales levy per vehicle sold or leased to retail customers by automotive businesses and salespeople. Revenue from sales levies are recognized at the time of sale of the vehicle.

The Council also derives revenue from course fees to provide online training to automotive salespeople and the service and repair industry. Revenue from course fees are recognized when the salesperson registers in the online course as the non-refundable fees are received.

The Council follows the deferral method of accounting for contributions. Externally restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue in the year when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Capital assets

Capital assets are recorded at cost. Amortization is provided on a straight-line basis over the assets estimated useful lives, at the following rates:

Computer hardware	30%, straight-line
Computer software	30%, straight-line
Furniture and fixtures	10%, straight-line
Leasehold improvements	straight-line or over the term of the lease

Alberta Motor Vehicle Industry Council

Notes to the Financial Statements

March 31, 2023

2. Summary of significant accounting policies [cont'd]

Impairment of long-lived assets

The Council tests for impairment when events or changes in circumstances indicate the carrying amount of an item or class of capital assets may not be recoverable. Recoverability is determined by comparing the carrying amount of the asset to the undiscounted future cash flows expected from use and eventual disposition of the asset. In such situations, the asset is measured at its fair value and presented in the balance sheet at the lower of the fair value or carrying amount.

3. Investments

	2023	2022
Short-term investments		
Cash	\$ 1,429,229	\$ 2,390,950
Fixed income notes, bearing coupon rates between 1.4% to 7.85%, maturing April 2023 to March 2024	1,066,700	—
Guaranteed investment certificates, bearing interest between 4.1% to 4.95%, maturing July 2023 to January 2024	1,750,000	—
Guaranteed investment certificates, bearing interest between 0.8% to 1.4%, maturing December 2022 to March 2023	—	1,250,000
	4,245,929	3,640,950
Short-term restricted investments		
Cash	\$ 1,112,679	\$ 1,426,912
Fixed income notes, bearing coupon rates between 1.4% to 2.33%, maturing July 2023 to December 2023	982,366	—
Fixed income note, bearing coupon rate of 2.74%, maturing June 2022	—	399,000
Guaranteed investment certificates, bearing interest between 4.1% to 4.95%, maturing July 2023 to January 2024	1,250,000	—
Guaranteed investment certificates, bearing interest between 0.8% to 1.4%, maturing December 2022 to March 2023	—	750,000
Principal protected note, maturing July 2022	—	205,000
	3,345,045	2,780,912

Alberta Motor Vehicle Industry Council

Notes to the Financial Statements

March 31, 2023

3. Investments (cont'd)

	2023	2022
Long-term investments		
Fixed income note, bearing coupon rate of 3.0%, maturing April 2024	\$ 500,000	\$ –
Fixed income notes, bearing coupon rates between 2.33% to 7.85%, maturing April 2023 to December 2023	–	1,291,775
Guaranteed investment certificate, bearing interest of 1.35%, maturing January 2024	–	250,000
Principal protected note, maturing October 2027	275,000	275,000
	775,000	1,816,775
Long-term restricted investments		
Fixed income note, bearing coupon rate of 3.0%, maturing April 2024	\$ 500,000	\$ –
Fixed income notes, bearing coupon rates between 1.91% to 2.33%, maturing July 2023 to December 2023	–	730,170
Guaranteed investment certificate, bearing interest of 1.35%, maturing January 2024	–	250,000
Principal protected note, maturing October 2027	225,000	225,000
	725,000	1,205,170

The cost of the investments is \$9,090,974 (2022 – \$9,443,807).

The Council holds investments which are subject to various risks such as market fluctuations. These risks are mitigated by restricting both the type and term of investments eligible for investment. The estimated fair value of investments is determined using quoted market prices.

Alberta Motor Vehicle Industry Council

Notes to the Financial Statements

March 31, 2023

4. Restricted net assets

The restricted net assets include reserves restricted for various purposes:

	2023	2022
Internally restricted funds		
Restricted operating fund	\$ 1,000,000	\$ 1,000,000
Restricted sustainability fund	600,000	600,000
Restricted innovation & technology fund	500,000	500,000
	\$ 2,100,000	\$ 2,100,000
Compensation Fund	\$ 4,000,000	\$ 4,000,000

The internally restricted net assets consist of:

- Amounts restricted by the Council's Board of Directors to provide the financial resources for an orderly windup of the Council for the amount of \$1,000,000 (2022 – \$1,000,000).
- Amounts restricted by the Council's Board of Directors to provide the financial resources for any unforeseen financial obligations the Council may encounter, for the amount of \$600,000 (2022 – \$600,000).
- Amounts restricted by the Council's Board of Directors to provide the financial resources for management to make the Council's operations more effective and/or efficient through innovative and technology driven projects, for the amount of \$500,000 (2022 – \$500,000).

The internally restricted amounts are not available for use without the prior approval of the Board of Directors. These funds must also be invested in low risk investments such as a GIC, treasury bill or bonds.

The Alberta Motor Vehicle Industry Council Compensation Fund (the "Fund") was established pursuant to section 137(1) of the *Consumer Protection Act*. The fund is governed in accordance with sections 26, 27, 28, 29, 30 and 31 of the *Automotive Business Regulation* and AMVIC Bylaw 2 – Compensation Fund.

The Fund was launched on January 1, 2012 and has been fully operational since March 31, 2012. The Fund has been internally restricted by the Council's Board of Directors and can only be used for the following:

- To pay out claims to consumers who have suffered a loss arising from an act or omission during an automotive transaction.
- Amounts in the Fund in excess of \$1,500,000 may, with the prior permission of the Director of Fair Trading, be used for the purpose of providing information relating to automotive business to consumers and persons engaged in the automotive business, and paying the costs of investigations for which the Council is responsible.

During the year, Fund claims were approved and paid or accrued in the total amount of \$300,812 (2022 – \$323,393) and claims were recovered in the amount of \$35,710 (2022 – \$82,000). The Board of Directors also approved transfers from unrestricted net assets to the Fund in the amount of \$265,102 (2022 – \$241,393) for claims paid or accrued. The Fund balance is \$4,000,000 on March 31, 2023 (2022 – \$4,000,000).

Alberta Motor Vehicle Industry Council

Notes to the Financial Statements

March 31, 2023

5. Capital assets

	Cost	Accumulated Amortization	2023 Net Book Value	2022 Net Book Value
Computer hardware	\$ 316,444	\$ 316,444	\$ —	\$ 846
Computer software	853,982	814,607	39,375	70,875
Furniture and fixtures	316,911	278,202	38,709	52,520
Leasehold improvements	378,267	373,590	4,677	32,953
	\$ 1,865,604	\$ 1,782,843	\$ 82,761	\$ 157,194

6. Nature of expenditures

The percentages of expenditures incurred by the different operating departments of the Council are as follows:

	2023	2022
Licensing and registration	13%	13%
Complaint management, investigation and enforcement	65%	66%
Education and communications	11%	8%
Compensation Fund	10%	11%
Board of directors	1%	2%

7. Long-term deposits

The Council holds security deposits totaling \$nil (2022 – \$50,278) from businesses participating in consignment activity. The deposits are maintained until a claim is made against the security, over three years following the removal of consignment sales, or the closure of the licensee's business. All interest received on the cash is repaid to the depositor within 60 days after March 31 of each fiscal year.

As of March 31, 2023, the long-term deposits included \$nil (2022 – \$50,000) received as security from consignment businesses plus \$nil (2022 – \$278) accrued interest. These amounts including accrued interest are recognized as cash and cash equivalents of \$nil (2022 – \$50,278).

8. Employee future benefits

The Council sponsors a registered retirement savings plan for its employees. The employer's portion of contributions is computed as a percentage of compensation. The expense recorded in relation to the employer's contribution for the year ended March 31, 2023 was \$345,128 (2022 – \$331,805).

Alberta Motor Vehicle Industry Council

Notes to the Financial Statements

March 31, 2023

9. Commitments

The Council has commitments for information technology support, its leased premises, and office equipment. The future minimum annual payments are as follows:

2024	238,247
2025	160,900
2026	100,067
2027	112,182
2028	115,644

10. Comparative figures

Certain of the prior year comparative figures have been adjusted to conform to changes in the current year presentation.

Executive team

Malcolm Knox

Chief Executive Officer

Jennifer Currie

Executive Assistant, Secretary to the Board,
Policy Coordinator

Jason Cheung

Chief Financial Officer

Evelyn Lam-Joe

Manager of Industry Standards

Derek Blackman-Shaw

Senior Manager of Investigations

Cathy Housdorff

Manager of Communications and Education

Yoneke Alexander

Manager of Licensing

Rhonda Varley

Manager of Legal Services

Jacqueline Kibsey

General Counsel

Deb McKay

Manager of Human Resources

Gerald Gervais

Registrar, Director of Fair Trading
[as delegated]

**Edmonton
(head office)**

Suite 303, 9945-50 Street
Edmonton, AB
T6A 0L4
780.466.1140
Toll free. 1.877.979.8100
Fax. 780.462.0633

**Calgary
(public access by appointment only)**

Suite 205, 10655
Southport Road SW
Calgary, AB
T2W 4Y1



ALBERTA MOTOR VEHICLE
INDUSTRY COUNCIL