

December 14, 2023

File # INS-23-12-010

**DIRECTOR'S ORDER UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT***

**TO**

**367422 ALBERTA LTD. O/A SCHWAB'S R.V. WORLD**

**AND**

**AND ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF THE ABOVE**

This Director's Order was issued under Section 157(1) of the *Consumer Protection Act* ("CPA") in response to, in the opinion of the Director, contraventions of the CPA. As mandated by Section 157(3) a person or publisher who is subject to an order under this section may appeal under Section 179.

Pursuant to Section 179, to appeal the order, the person must serve the Minister of Service Alberta with a notice of appeal within **thirty (30) days** after receiving the order. Please include your name, your address for service, details of the order being appealed and your reasons for appealing.

**DIRECTOR'S ORDER UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT*****TO****367422 ALBERTA LTD. O/A SCHWAB'S R.V. WORLD****AND****AND ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF THE ABOVE****ISSUE**

On December 7, 2023, the Alberta Motor Vehicle Industry Council ("AMVIC") performed an inspection on 367422 Alberta Ltd. o/a Schwab's R.V. World (the "Supplier"). It was found the Supplier had contravened legislation as set out in the CPA, and the Cost of Credit Disclosure Regulation ("COC").

Nine sold vehicle files contained an email requesting the consumer to not pay out the vehicle loan for six months. The email also stated "preferential pricing is when some of the profit margin from the available RV protection products are applied against the approved rate to get you a better rate. By doing this, it helps our customers lower their interest cost".

Borrowers under fixed credit loans other than a mortgage loan, are entitled to payout the loan without penalty on any date. It is an unfair practice for a Supplier to do or say anything that might reasonably deceive or mislead a consumer.

*Consumer Protection Act*

**Act prevails**

**2(1)** Any waiver or release by a person of the person's rights, benefits or protections under this Act or the regulations is void.

**(2)** Subsection (1) does not apply to a release made by a person in the settlement of a dispute.

*Consumer Protection Act*

**Unfair Practices**

**6(2)** It is an unfair practice for a supplier, in a consumer transaction or a proposed consumer transaction,

(a) to exert undue pressure or influence on the consumer to enter into the consumer transaction;

**(4)** Without limiting subsections (2) and (3), the following are unfair practices if they are directed at one or more consumers or potential customers;

(a) a supplier's doing or saying anything that might reasonably deceive or mislead a consumer;

*Consumer Protection Act*

**Prepayment of non-mortgage credit**

**68(1)** This section does not apply to mortgage loans.

**(2)** A borrower is entitled to pay the full outstanding balance under a credit agreement at any time without any prepayment charge or penalty.

**(3)** Where a borrower prepays the full outstanding balance under a credit agreement for fixed credit, the credit grantor must refund or credit the borrower with a portion of any non-interest finance charge that was paid by the borrower or was added to the outstanding balance of the credit agreement.

**(4)** The portion of each non-interest finance charge that must be refunded or credited to the borrower under subsection (3) is to be determined in accordance with the regulations.

**(5)** A borrower is entitled to prepay a portion of the outstanding balance of a credit agreement for fixed credit on any scheduled payment date or at least monthly without any prepayment charge or penalty, but is not entitled by reason of the payment to a credit for any non-interest finance charges.

*Consumer Protection Act***Vicarious liability**

**166** *For the purposes of this Act, an act or omission by an employee or agent of a person is deemed also to be an act or omission of the person if the act or omission occurred*

- (a) in the course of the employee's employment with the person, or*
- (b) in the course of the agent's exercising the powers or performing the duties on behalf of the person under their agency relationship.*

**Cost of Credit Disclosure Regulation****Initial disclose statement for fixed credit**

**8(1)** *The initial disclosure statement for the purposes of section 77 of the Act for a scheduled-payments credit agreement must disclose the effective date of the statement and as much of the following information as is applicable:*

- (s) for a credit agreement other than a mortgage loan, a statement that the borrower is entitled to prepay the entire outstanding balance at any time without penalty and is entitled to make partial prepayments without penalty on any scheduled payment date;*

**DIRECTOR'S ORDER**

That 367422 Alberta Ltd. o/a Schwab's R.V. World, must immediately:

1. Cease representing to consumers that vehicle loans must be kept open for any period of time before the vehicle loan can be paid in full.
2. Cease representing to consumers that lower interest rates are given when protection products are purchased.

**NON COMPLIANCE WITH ORDER**

**ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *CONSUMER PROTECTION ACT*.**

"original signed by"

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**Gerald Gervais, Registrar**

Alberta Motor Vehicle Industry Council (AMVIC)

Director of Fair Trading (as delegated)

December 14, 2023