

IMPACT

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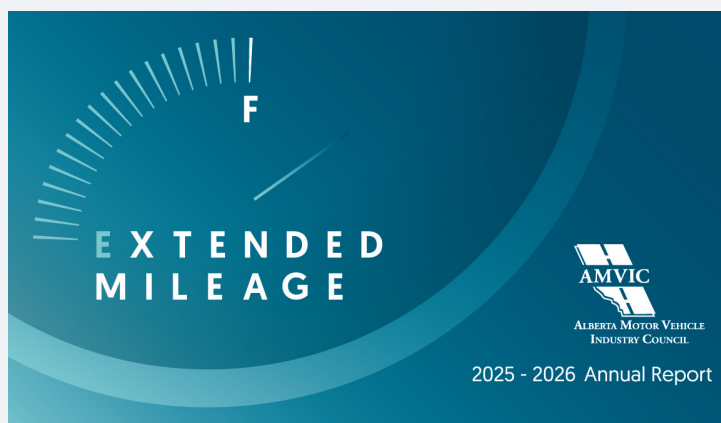
AMVIC's 2025 – 2026 annual report is now available

In a year of change and growth, both to Alberta's population and to its automotive industry overall, AMVIC continued to fulfill its delegated authority to regulate automotive businesses and enforce consumer protection legislation. AMVIC achieved this through an increased focus on regulatory compliance, education and enforcement efforts.

Below are highlights from AMVIC's 2025 – 2026 annual report:

- AMVIC prioritized enforcement in 2025 – 2026, completing 34 per cent more AMVIC inspections and opening 43 per cent more investigations compared to the previous fiscal year.
- In 2025 – 2026, AMVIC once again addressed the need for increased consumer awareness of all-in advertised pricing through a focused, targeted and successful advertising campaign.
- Education and awareness of consumer protection laws remained a priority for AMVIC in 2025 – 2026, and AMVIC expanded its reach for consumer education through participation in trade shows and the delivery of presentations to high schools and newcomer organizations.

Read the [full report](#) on [amvic.org](#).



Top consumer complaints of 2025 – 2026 and how to prevent them



By highlighting the top five topics of consumer complaints received in 2025 – 2026, AMVIC hopes to provide insight into the marketplace, opportunities for improvement and education on legislation for future business practices.

1. Condition of vehicle

An automotive business operator or salesperson must disclose vehicle history in writing to the consumer **before they purchase a used vehicle**. Licensed businesses must also provide the consumer with a completed Mechanical Fitness Assessment (MFA) **before a contract is signed** for the purchase of a used vehicle.

Remember, under Alberta's [Consumer Protection Act](#) (CPA) Section 6(4)(a)(h), it is an unfair practice to do or say anything that might reasonably deceive or mislead a consumer, and it is an unfair practice to represent that goods have a particular prior history or usage if that is different from the fact.

Best practice tip: AMVIC has an MFA form available on [amvic.org](#). This standardized form ensures a uniform process for assessing all used vehicles.

2. Contract issues – sales

These issues range from clarification on terms and conditions to details of the financial agreement. To help reduce this type of complaint, ensure that all salespeople on your team are aware of bill of sale-related requirements from the CPA and the [Automotive Business Regulation](#) (ABR), including those related to financing. Make sure the consumer understands the difference between a bill of sale and a deposit agreement.

Best practice tip: Review the bill of sale to ensure that everything listed in the ABR Sections 31.2(1) and (2) is included. For added value in terms of transparency, make use of the suggested deposit agreement form on [amvic.org](#), if needed.

3. Mechanical repairs

Repair-related consumer complaints regarding workmanship are outside of the legislation AMVIC enforces. Other mechanical repair-related consumer complaints relate to unfair practices including, but not limited to: not returning consumer parts and upselling repairs to consumers that may not be necessary. In some complaints, businesses completed work the consumer did not authorize, or the business is not transparent regarding the part type, such as used, original equipment manufacturer (OEM) or aftermarket. Businesses

that use subcontractors for portions of a repair job must have consumer authorization to do so.

Best practice tip: Only complete the work you are licensed to perform. Ensure your technicians and customer service representatives review and understand the requirements for estimates and consumer work authorizations under the ABR, including proper record retention. AMVIC offers a voluntary [Service and Repair Course](#) for \$40 that provides valuable knowledge of the legislation relating to the service and repair industry.

4. Deposits

To protect consumers and yourself, the automotive salesperson or business, always have a written sales agreement signed by both parties before accepting a deposit. Make sure the sales agreement clearly states whether the deposit is refundable or non-refundable, and under what terms and conditions. When possible, clarify the reason for the deposit, including whether it is a deposit or a down payment. Never ask or take a deposit as a condition of allowing a consumer to test drive or negotiate the price of a vehicle. **If there's no sales agreement, there's no need for a deposit.**

Best practice tip: AMVIC recommends using this non-mandatory [deposit agreement form](#) on [amvic.org](#) to ensure you are being fair and honest with consumers, and that you are following the General Codes of Conduct.

5. Unlicensed repairs

Businesses must be licensed for the activities they are completing. For example, a business licensed only for retail sales should not be repairing vehicles, and a business licensed for only service station activities should not be performing autobody work. All journeypersons, apprentices and other staff must be adequately trained in their respective fields. Should a business have untrained staff members performing duties of certified tradespeople, the business can be held responsible for employee conduct (see [CPA](#), Section 166).

Best practice tip: A comprehensive list of all automotive repair activities and certificates required can be found on [amvic.org](#). Refer to the [Alberta Apprenticeship and Industry Training website](#) for certificate requirements.

Complying with legislation and using best practices can reduce the possibility of consumer complaints. Read more about [unfair practices](#).

New chair appointed on the AMVIC Board of Directors

The Minister of Service Alberta and Red Tape Reduction has appointed Evan Legate as public member and Chair of the AMVIC Board of Directors for a term of three years, effective July 13, 2026.

Evan is a highly skilled and accomplished public affairs professional with more than 15 years of experience spread across the private sector and politics.

Evan is the Founder and Principal of Gateway Public Affairs and advises organizations on government relations, strategic communications and political risk. Prior to founding Gateway, Evan was a partner at a top national public affairs and communications firm. Evan also spent time working in the Alberta Legislature as Assistant to the Minister of Energy, as well as in various senior roles for PC Alberta, including as their Executive Director.

Evan also brings significant governance experience to AMVIC. He is a current Member, and Past Chair, of the Calgary Public Library Board, and in the past he has served as the Board Chair at Epilepsy Southern Alberta as well as an External Governor at the Alberta University of the Arts.

A graduate of the University of Calgary with a Bachelor of Arts in Political Science, Evan was named one of [Avenue Calgary's Top 40 Under 40 in 2022](#) and is a recipient of the Queen Elizabeth II Platinum Jubilee Medal.

Evan's extensive experience will provide a well-balanced, informed regulatory perspective in support of a fair and transparent automotive marketplace in Alberta. AMVIC welcomes Evan and is pleased to have him leading the board.



Quarterly levies are due by Oct. 31, 2026

Every automotive business that sells or leases vehicles in Alberta is required to remit to AMVIC, a \$10 levy per vehicle sold or leased. We are reminding businesses licensed for retail sales and leasing that **levy payments are due quarterly**. Levy payments that accumulate from July 1 to Sept. 30 are **due by Oct. 31, 2026**.

How to remit the levy payment

Levy payments can be remitted through your [AMVIC Online](#) account. AMVIC receives its authority to collect a vehicle sales levy from Section 136(8) of the [Consumer Protection Act](#).

Services such as licence renewals, registration, courses and vehicle sales levy payments by credit card are all available on your AMVIC Online business profile. For more information including vehicle sales levy remittance on consignment, fleet sales, recreational vehicles and more, visit amvic.org.



Q1 Administrative review enforcement actions: April 1, 2026 – June 30, 2026

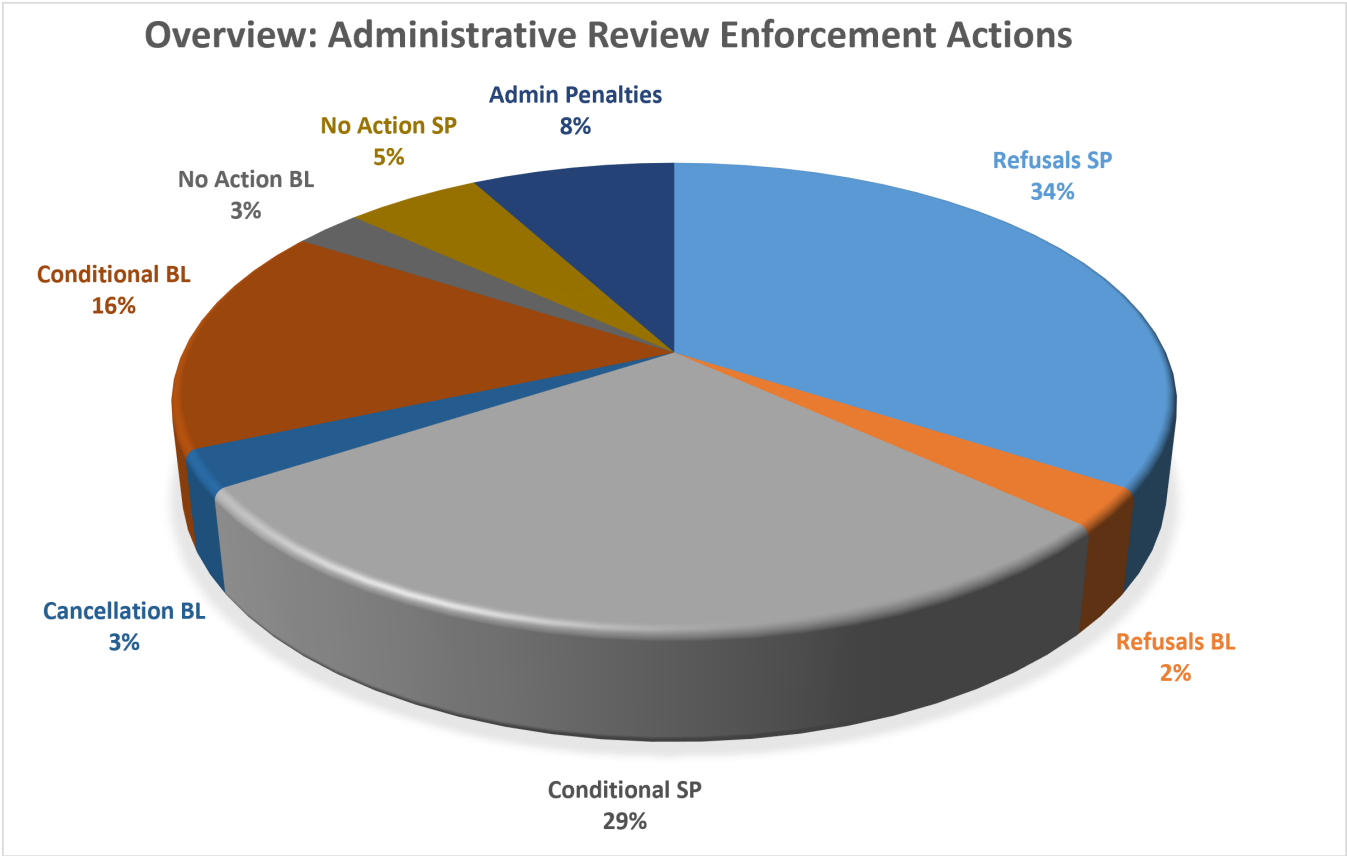
As the regulator of Alberta’s automotive industry, AMVIC makes public, on its website (as per the [Consumer Protection Act](#) (CPA) Section 157.1 (1) and (3)), information that is related to breaches of legislation.

A record of Undertakings, Director’s Orders, court orders, Administrative Penalties and any other prescribed document or information (collectively known as administrative enforcement) is available on [amvic.org](#).

Administrative review outcomes may include:

- no further action,
- conditions added to licence or licence cancellation or suspension,
- Administrative Penalty,
- Director’s Order, or
- Undertaking.

The chart below highlights the administrative enforcement actions for Q1 of 2026 – 2027:



Legend
BL = Business licence
SP = Salesperson

Helpful resources for industry

AMVIC works hard to build a fair and trusted automotive marketplace for consumers and industry alike through awareness and the distribution of valuable resources. The [AMVIC website](#) is a repository full of useful information for automotive businesses, including industry links, forms and publications.

To help ensure compliance, transparency and diligence in all areas of your business, AMVIC has numerous forms available for AMVIC-licensed businesses. Check back regularly to make sure you are using the most current form (available as a PDF for easy downloading and printing):

- [Business Closure Request Form](#)
- [Mechanical Fitness Assessment](#)
- [Deposit Agreement \(Optional\)](#)
- [Automotive On/Off-Site Sale Request Form](#)
- [Salesperson Registration Closure](#)
- [Instruction Letter for Police](#)
- [General Surety Bond](#)
- [Irrevocable Standby Letter of Credit](#)
- [Cash Security Agreement](#)



On the [AMVIC website](#), you can also find handy industry links for any concerns or complaints that fall outside of AMVIC's authority. [Alberta Apprenticeship and Industry Training](#) provides information on training and certification standards for the repair workforce. Alberta Transportation answers questions regarding the changing the status on a vehicle such as salvage, write-off, rebuilt, non-repairable and out-of-province vehicle inspections. [Transport Canada: defect investigations](#) can help investigate allegations of safety defects in motor vehicles. The [Insurance Bureau of Canada](#) is a good resource for all things business insurance such as cyber insurance.

Have a question about your business licence or salesperson registration? Contact the licensing department directly at licensing@amvic.org.

For questions about your roles and responsibilities as an AMVIC licensee or registrant, email the industry standards team at industry.standards@amvic.org. Visit [amvic.org](#) for a full list of industry resources.



Did you know?

It has been a year since AMVIC launched our Instagram account, giving automotive consumers and industry one more way to reach us and stay informed. Be sure to follow AMVIC on Instagram ([@amvic_2](#)) or connect with us on [Facebook](#) or [X](#) (@AMVIC2).



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