



Notice

Changes to the Agreement for Arbitration that will take effect for cases where the initial application from the consumer is received on the Claims Management System on or after 12:01 am EST on April 11, 2022

Virtual Video Hearings

When agreed to by both the consumer and manufacturer to use video conference technology for eligibility and arbitration hearings, the arbitrator will conduct the hearing by virtual video.

Leased Vehicle Buyback Reduction for Aftermarket Parts or non-OEM Approved Accessories or Options

The amount of the aftermarket products identified on the retail bill of sale will be deducted from the leased buyback amount. The deduction is included in the leased vehicle buyback form. This parallels the same reduction for owned vehicle buybacks.

Additional Protection for Consumers for Late Buyback Completions by the Manufacturer

The consumer may claim either a lease payment(s) or loan payment(s) that came due because the manufacturer did not complete the buyback on time.

Owned Buyback Payments to not Exceed the Price Paid for the Vehicle

In owned vehicle buyback cases where there is a high value trade in, the value of the buyback as calculated with the CAMVAP formula may exceed the amount the consumer originally paid for the vehicle. In those cases, the buyback plus GST or HST will now be reduced to the amount originally paid for the vehicle including GST or HST as shown on the retail sales contract.

Please note that Claims received by the Provincial Administrator through the Claims Management System or through mail or email contact after 12:01 am EST April 11, 2022 will be processed under the new Agreement for Arbitration.

For further information, please contact the Provincial Administrator at 1-800-207-0685.