

From: [Kelly O'Connell](#)
To: [FamiliesCommunities Committee](#)
Subject: Bill 203
Date: Friday, October 14, 2016 11:27:36 AM

Good afternoon, I am respectfully submitting an email on behalf of my company regarding the proposed bill 203 by MLA Carson..

While I respect Mr. Carson on wanting to ensure consumer protection legislation there seems to be a large gap of knowledge of our industry compared to his proposed Bill 203..

I have a large concern over the lack of consultation with our Industry, I personally sit on numerous boards for our industry and I am shocked at the lack of communication before this bill was brought forward..

I feel this bill is trying to change our industry and will actually put the customer service in jeopardy of declining as there are numerous changes which with proper consultation would have been discovered to actually harm our customers. Like Mr. Carson suggesting a 90 day 5000km warranty, this is troublesome for our industry and customers and with proper communication Mr. Carson would have realized the consumer is currently protected well above his new proposal..

Proposing that reputable companies start posting signs that defame our companies is not only offensive but also puts highly customer service driven companies like mine in a bad light and will damage our reputations which we have earned by taking care of our customers under the legislation currently in place. Our industry shown from the data is head and shoulders above most industries with the amount of consumers we service vs the amount of complaints..

I have been in our industry for over 30 years and I am very proud of our record of taking care of our customers.

Being so involved in the manufacturer I see first hand to focus our entire industry has on customer service and having the customer be able to send feedback on their experience and the positive results I feel are being overshadowed by Bill 203, my concern is our industry is one of the top customer service industries as you see from the data and Bill 203 is going to have our Government now telling customers to be wary and that they needed more protection from us which is not only untrue but defaming our Industry and individual companies...

As I said I respect that Mr. Carson is trying to enhance customer protection which I understand, But in Bill 203 it seems his rush to judgement, cut and paste legislation and lack of research is actually going to have a negative impact consumer protection and experience which I am sure is not Mr. Carson or our Governments goal..

Thank you for your time I appreciate the opportunity to submit on behalf of our Industry and my company

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