



STANDING COMMITTEE ON FAMILIES AND COMMUNITIES
C/O Committee Clerk
3rd Floor 9820 – 107 Street
Edmonton, AB T5K 1E7
Attention: Bill 203 Submission

From: Neal Gratton, President, Gateway Toyota (Edmonton)

- I have been involved in the automotive business for 28 years now, a Dealer in Edmonton for the past 14.
- We employ over 100 people in Edmonton and our customer base exceeds 25,000.
- I support consumer protection legislation and AMVIC here in Alberta.
- Our business has an A+ Rating on the Better Business Bureau and over 90% Customer Satisfaction with Toyota Canada.
- 4.3 / 5.0 Customer Review rating on Google (over 250 reviews)
- 4.7 / 5.0 Customer Review rating on Dealer Rater (over 450 reviews)
- I don't feel we need more legislation in an area that is already adequately covered by AMVIC.
- As a business owner it is increasingly difficult to operate in the face of so many regulations and so much red tape.
- AMVIC does a great job protecting consumers in all areas of the auto business.
- We have very, very few complaints and according to the Alberta Motor Dealers Association from June 2014 to July 2015 of 5,049,750 repair orders there were only 45 complaints to AMVIC.
- If we get a complaint we fix it right away or we lose a customer.
- Our service customers are our life blood and we treat them as such by making them happy, repeat customers.
- Do not impose more regulations and red tape the automotive industry.

Our consumers are happy and adequately protected without Bill 203. Let's use our government resources and time for something more important.

Sincerely,
Neal Gratton
Dealer Principal (Gateway Toyota)

