
The Co-operators General Insurance Company

Tuesday, October 25, 2016

Standing Committee on Families and Communities
 C/O Committee Clerk
 9820 – 107th Street
 Edmonton, Alberta T5K 1E7
FamiliesCommunitiesCommittee@assembly.ab.ca

Dear Committee Members,

**Subject: Review of Bill 203 – Fair Trading Act (Motor Vehicle Repair Pricing
 Protection for Consumers) Amendment Act, 2016**

On behalf of The Co-operators, I would like to offer feedback in reference to Bill 203 and amendments to the Fair Trading Act that would require automotive service and repair businesses to provide written estimates, invoices and warranties, and to return removed or replaced parts.

In Alberta we employ approximately 608 staff, 105 Advisors and insure 348,804 private passenger vehicles, 117,262 homes, 18,669 farms, and 22,802 businesses.

The Co-operators supports the changes under Bill 203, given the intention to provide increased protection to consumers dealing with auto service and repair business.

One area of opportunity not included in Bill 203 is legislative direction on automotive towing and storage charges. The Alberta towing and storage industry is largely unregulated, and some members of that industry are taking advantage of the lack of regulation. As the towing industry has the consumer's vehicle held in a locked compound they are in a position to demand thousands of dollars to release a vehicle.

If you have any further questions or clarification, please do not hesitate to contact our Director of Government Relations, [REDACTED] or [REDACTED]

Thank you and best regards,

[REDACTED]

Kathy Lillico
 Vice-President, Claims
 The Co-operators