



**CONSUMER  
PROTECTION BC**



# Inspection Guide

Debt repayment agents

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## Introduction

Consumer Protection BC is responsible for the administration of the *Business Practices and Consumer Protection Act* (Act) and the Debt Collection and Repayment Regulation (Regulation). Together this Act and Regulation govern the conduct of persons who engage in debt repayment and the business of debt repayment and the licensing requirements related to each in British Columbia.

This guide has been prepared to better inform and educate you on the compliance inspection process. As one of our licensed businesses it is your responsibility to conduct yourself and to operate your business to comply with the laws and conditions on the licences. We recommend you take the time needed to read this guide fully and to make sure that your managers and staff are familiar with the information.

This guide provides a reference point, so you know what to expect and how to prepare for our compliance inspections.

This is a general overview of the compliance inspections process. This guide is not intended to provide legal advice and it is not an exhaustive review of the legislative provisions affecting you or your sector in BC. We recommend that you get copies of the legislation and regulation and review them in detail. You can find them [online](#) or printed versions may be ordered from:

Crown Publications Inc.  
563 Superior Street  
Victoria, BC, V8V 1T7  
TF: 1.800 663.6105 Fax: 250.387.1120

For more general information, we can be reached at:

Consumer Protection BC  
#321-3600 Uptown Blvd.  
Victoria, BC V8Z 0B9  
TF: 1.888.564.9963 Fax: 250. 920-7181  
E: [operations@consumerprotectionbc.ca](mailto:operations@consumerprotectionbc.ca)  
W: [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

## Background: our responsibilities

### The role of Consumer Protection BC

Our purpose is to license and inspect regulated businesses, respond to consumer inquiries, investigate alleged violations of consumer protection laws, classify all general release and adult films, and provide information and referrals to consumers.

As part of our responsibility to ensure compliance with the law and conditions on a licence, we regularly perform compliance inspections as well as inspections in response to consumer complaints. When an inspector identifies issues of non-compliance, the inspector may open a complaint file. When the eventual outcome of a complaint file results in compliance by the business, or some form of enforcement action being taken against the business, the outcome is published to our website. We share this information to enable consumers to make informed decisions.

### The role of the licensee

As a licensee (someone who holds a licence), you must let us know about any changes you make to the business such as the location of business and licensed employees you engage.

You are legally responsible for understanding the Act, Regulation, conditions on your licence and be in compliance with them all.

You are also responsible for making sure your employees follow the Act, Regulation, and conditions on the licence, even when you are not present at the business.

You must fully cooperate with an inspector. Providing false or misleading information to an inspector or obstructing or hindering an inspection are serious contraventions. A person that carries out such behaviours or activities is also subject to prosecution under *the Offence Act*.

## Inspection process

### Scheduling and notification

Inspectors attend businesses located throughout the Province – sometimes arriving unannounced. The Act allows for an inspector to enter a business at any reasonable time to determine compliance with the Act, Regulation, conditions on a licence, or the suitability of a licensee or an applicant for a licence.

### Authority to inspect

It is your responsibility to cooperate fully during an inspection. In most instances, an inspector will provide their official identification on arrival, or a request can be made for them to produce it. You must not do anything to obstruct, hinder, or interfere with an inspector's entry and inspection of a business.

The Act gives the inspector the authority to:

- Inquire into any business, affairs or conduct of a person

- Inspect, audit or examine any record, goods or other things or the provision of services in the premises
- Inspect a vehicle or vessel that is being used for business purposes
- Require a person who has possession or control of any records, goods, or other things in the premises, vehicle or vessel to produce the records, goods or things
- Make a record, including a record on film, audio tape, video tape or otherwise, of the premises, vehicle or vessel or any other things in the premises, vehicle or vessel
- Remove any record from the premise, vehicle or vessel for purpose of making copies
- Remove and retain any record, good or other thing that may be required as evidence from the premises, vehicle or vessel.

## Conclusion of inspection

Once the inspection is complete, the inspector will review the results with you, or the manager on duty at the time of the inspection and discuss any non-compliance identified during the inspection. A Certification of Inspection will be prepared by the inspector and a digital copy will be emailed to you as indicated on your licensing file.

## Post Inspection Report and follow up

After returning to the office, the inspector will document the inspection, update your file and, if required, inform other departments within Consumer Protection BC of the inspection results.

The inspector will give you a Post Inspection Report. The report will identify the alleged violations that you must correct and/or the alleged violations that will be recommended for enforcement to the Director. For more information on the enforcement process, please see the section below.

We may conduct a follow up inspection to ensure that deficiencies noted have been corrected.

## Enforcement

If an inspector detects violations that they believe should proceed to enforcement or a monetary administrative penalty, they will notify you of these alleged contraventions in a Post Inspection Report. The inspector will also prepare a Report to the Director (RD) document for the Manager of Inspections & Case Management. A copy of the RD will also be sent to you. The RD will identify the allegation(s) proceeding to enforcement and the evidence the inspector is relying on to support the allegation(s). You will be given an opportunity to respond to the allegations made in the RD. A decision maker will then decide whether the allegation took place, and whether statutory action such as an administrative penalty, licensing action or other remedial order is appropriate. Note: the decision to impose an administrative penalty is at the discretion of the Director or delegated decision maker.

If you are dissatisfied with the decision, you may apply for a reconsideration of the decision.

Further information on the policies and procedures relating to the calculation of administrative monetary penalties and the reconsideration process can be found by visiting the About us (Our policies) section of our website at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca).

## What will be inspected

Remember that inspectors attend businesses to confirm compliance with the Act, Regulation, and conditions on a licence, however inspectors are also there to educate and answer questions. Please feel free to approach them about any business issues or problems related to the Act or Regulation.

Typically, you can expect that an inspector will do some of the following:

- Review the legislation and the conditions on a licence for any issues that are identified
- Inspect the physical layout of the business
- Inspect legal, financial and other business records
- Observe and record your business practices, identify deficiencies or problem areas that may lead to non-compliance
- Identify any contraventions
- Answer your questions and help you understand your obligations


To find out what an inspector will be reviewing, please read a sample inspection checklist (Appendix 1). Note: the items on the checklist are not an exhaustive list of the items an inspector may review at inspection.

## Documents and records

You must produce all business records and documents requested by the inspector. Since business records are not always kept on the premises, an inspector may schedule an inspection so you can make sure the records are at the business for the inspection. Sometimes, the inspector may require that you provide additional records at a later date. Refusing to provide records or providing false or misleading information is a serious contravention.

## Appendix A - Inspection Checklist

The following are the types of types of things that the inspector is checking during an inspection of your business. This is not a comprehensive list and not all items on this list are inspected during each inspection.

 <b>CONSUMER PROTECTION BC</b>					Licence: _____	
					Date of Inspection: _____	
Question	<b>DEBT REPAYMENT AGENT INSPECTION REPORT</b>	Y	N	N/A		
<b>BUSINESS MODEL</b>						
1	Does the business accept debtor funds for dispersal to creditors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2	Into what account does the licensee initially deposit all funds accepted from debtors?					
<b>LICENCE APPLICATION and/or RENEWAL</b>						
3	<b>DCRR 5(a)</b> Have all the forms the licensee uses to show they have an agreement to act for a creditor or owner of a debt been submitted to the Director?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	<b>DCRR 5(b) / DCRR 11(4)(b)</b> Have all the documents the licensee uses in collection, negotiation, arrangement or demanding payment of debts been submitted to the Director and approved before use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>LOCATION</b>						
5	<b>BPCPA 143</b> Are all employees of the business engaged in designated activity properly licenced?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
6	<b>DCRR 8(1)</b> Is there a licence for each location where the licensee operates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
7	<b>DCRR 8(2)</b> Has the licensee notified the Director of a change of address of business?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>TRUST ACCOUNT and OTHER ADMINISTRATION</b>						
8	<b>DCRR 9(1)(a)</b> Is the licensee's trust account maintained at savings institution in BC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9	<b>DCRR 9(1)(b)</b> Is all money collected from debtors or other sources for distribution to creditors on behalf deposited in trust account within 5 days?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10	<b>DCRR 9(1.1)</b> Does the licensee limit deposits to the trust to only funds intended for distribution to creditors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

11	<b>DCRR 9(1)(c)</b> Does the licensee maintain proper records of the trust account satisfactory to Director?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	<b>BPCPA 146(c)</b> [Licensing conditions] Are there any special conditions placed on the operation of the trust?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>CONTINUATION OF TRUST ACCOUNT AND OTHER ADMINISTRATION</b>				
13	<b>DCRR 9(1)(d)</b> Are the records and trust account in the places specified on application? If not, has the Director approved of the change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	<b>DCRR 9(2)(c)</b> Are the disbursements from the trust account only made to satisfy contractual obligations, errors or payments as described in BPCPA 126(2) and (3)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	<b>BPCPA 126(2)(i)(ii) and BPCPA 126(3)</b> Has the repayment agent accounted for all the funds accepted from debtors in the last 180 days and remitted them within the required timeframes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER REQUIREMENTS</b>				
16	<b>DCRR 10(1)(a)(b)</b> Has the licensee submitted financial statements to the Director as required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	<b>DCRR 11(2)(a)</b> Has the licensee reported any change of address for licensed employees or trust accounts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	<b>DCRR 11(2)(b)</b> Has the licensee report name and current address of every licensed employee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	<b>DCRR 11(2)(c)</b> Has the licensee reported the name of every employee that ceased to be employed and the reason for the cessation of employment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	<b>DCRR 11(3)</b> Has the licensee sent the Director the licences for any licensed employee who ceased to be employed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	<b>DCRR 11(2)(d)(i)</b> If the licensee a corporation, has any change in senior officers been reported to the Director?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	<b>DCRR 11(2)(d)(ii)</b> If the licensee is a corporation, has a material change in the beneficial ownership of shares been reported to the Director?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	<b>DCRR 4(a)</b> Is the Consumer Protection BC licence displayed in a conspicuous place at the business?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SECURITY</b>				
24	<b>DCRR 12(1)</b> Is the amount of security held by Director correct and current?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>DEBT REPAYMENT CONTRACT (REQUIRED CONTENTS)</b>				
25	<b>BPCPA 127(1)(a)</b> Does the licensee have a written contract between all clients for whom they act as repayment agent and that complies with BPCPA 127(2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	<b>BPCPA 127(1)(b)</b> Is there no evidence that the licensee acts for or represents any of the creditors for their clients?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



27	<b>BPCPA 127(2)(c)</b> Does the debt repayment contract contain all prescribed terms, information and disclosure statements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	<b>BPCPA 19(a)</b> Does licensee use a DBA and if so, is it disclosed in the debt repayment contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	<b>BPCPA 19(b)</b> If the licensee's mailing address is different than the otherwise licenced location, is it disclosed in the debt repayment contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	<b>BPCPA 19(c)</b> Does the contract list the facsimile number of the business?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	<b>BPCPA 19(d)</b> Is the contract dated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	<b>BPCPA 19(i)</b> Are the terms of payment detailed in the agreement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	<b>BPCPA 19(n)</b> Are all details of other restrictions, limitations or, other terms and conditions that apply to the services of the supplier?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	<b>DCRR 14(a)</b> Include the name, address and telephone number of the debtor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	<b>DCRR 14(b)</b> Include the email address, if any, of the debt repayment agent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	<b>DCRR 14(c)</b> Include an itemized statement of the fees that are to be paid by the debtor and the dates on which each fee must be paid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	<b>DCRR 14(d)</b> Include the names of the debtor's creditors to whom payments will be made under the contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	<b>DCRR 14(e)</b> Include the total amount owed to each of the debtor's creditors referred to in DCRR 14(d)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	<b>DCRR 14(f)</b> Does the contract detail the method that the debt repayment agent proposes to use in arranging or negotiating settlement of the debtor's debt, whether by a proposed schedule of payments or a proposed one-time payment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	<b>DCRR 14(g)</b> Include the dates by which the debt repayment agent will forward the proposal to each of the debtor's creditors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41	<b>DCRR 14(i)</b> Does the contract include the details for disclosure of (i) the amount paid; (ii) the name of the creditor to whom the amount was paid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	<b>DCRR 14(j)</b> Is the Consumer Protection BC statement included?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43	<b>BPCPA 23(3)</b> Does the debt repayment agent give a copy of all contracts to debtors within 15 days of contract signing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>MAXIMUM FEES AND DISBURSEMENTS</b>				
44	<b>DCRR 15</b> Does the licensee charge fees compliant for the type of repayment proposal accepted by the creditor(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45	<b>DCRR 15(a)</b> – Charge only 10% (when repayment agent holds no funds)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46	<b>DCRR 15(b)</b> – Charge only 10% (when repayment agent holds funds and scheduled total repayment period is less than 90 days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47	<b>DCRR 15(c)</b> – Charge a no more than a 15% one-time arrangement fee of average monthly distribution (when repayment agent holds funds and schedule of payments lasts longer than 90 days)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48	<b>BPCPA 127(4)</b> – Does the licensee not charge, require or accept any amount from debtors until repayment proposals are accepted in writing by both creditors and debtors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49	<b>BPCPA 127(5)</b> – No evidence of the licensee offering bonuses, commissions or other compensation to persons for inducing debtors to enter into debt repayment agreements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50	<b>BPCPA 127(6)</b> – No evidence of the licensee lending money, providing credit or, offering to assist debtors to obtain loans or other credit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51	<b>BPCPA 127(7)</b> – When licensee is informed by creditors that they have accepted, refused or ceased accept or negotiate a repayment program, are debtors informed of this by the licensee with 30 days?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52	Is the licensee registered on "MyAccount" and did the Inspector review/update the active status at the time of inspection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For more information about your obligations as a licensed business, our processes and our organization, please visit [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca).