

## Notification of Fee Change

2025-2027 debt collection, bailiff, and debt repayment fee changes

### Introduction

Consumer Protection BC is an independent, self-funded, not-for-profit organization. Government has tasked us with regulating and licensing your sector. We have legal authority to set your licensing fees and other charges. In doing so, we are required by law to recover our costs, to consult with you and to provide at least ninety (90) days' notice prior to changing or introducing new fees.

### What is happening?

We are notifying you that the licensing fees and other charges for 2025-2027 are changing. Our Board of Directors has approved the following fee changes that will take effect on January 1, 2025.

### Debt collection, bailiffs, and debt repayment

Fee type	Current fee	Fees Jan. 1, 2025	Fees Jan. 1, 2026	Fees Jan. 1, 2027
New agency licence	\$1,595	\$1,755	\$1,860	\$1,934
New licence for a branch location	\$562	\$618	\$655	\$681
New collector/employee	\$309	\$340	\$360	\$374
Renewal agency licence (< \$250,000) more than 2 weeks prior to expiry	\$444	\$488	\$517	\$538
Renewal agency licence (\$250,000-499,999) more than 2 weeks prior to expiry	\$733	\$806	\$854	\$888
Renewal agency licence (\$500,000-999,999) more than 2 weeks prior to expiry	\$1,479	\$1,627	\$1,725	\$1,794
Renewal agency licence (\$1,000,000 >) more than 2 weeks prior to expiry	\$2,293	\$2,522	\$2,673	\$2,780
Renewal agency licence (< \$250,000) less than 2 weeks prior to expiry	\$511	\$563	\$597	\$621
Renewal agency licence (\$250,000-499,999) less than 2 weeks prior to expiry	\$800	\$881	\$934	\$971
Renewal agency licence (\$500,000-999,999) less than 2 weeks prior to expiry	\$1,544	\$1,702	\$1,804	\$1,876
Renewal agency licence (\$1,000,000 >) less than 2 weeks prior to expiry	\$2,272	\$2,597	\$2,753	\$2,863
Renewal licence for a branch location more than 2 weeks prior to expiry	\$462	\$508	\$538	\$560
Renewal licence for a branch location less than 2 weeks prior to expiry	\$511	\$583	\$618	\$643

Renewal collector/employee more than 2 weeks prior to expiry	\$243	\$267	\$283	\$294
Renewal collector/employee less than 2 weeks prior to expiry	\$309	\$342	\$363	\$378
Collector/employee transfer	\$66	\$75	\$75	\$75
Change of name or address	\$66	\$75	\$75	\$75
Change of directors/officers	\$66	\$75	\$75	\$75
Bailiff ID card	\$45	\$50	\$50	\$50
NSF payment	\$63	\$50	\$50	\$50
Late filling of financial statements	\$283	\$311	\$330	\$343
Reconsideration	\$283	\$311	\$330	\$343

### Why are fees changing?

Licensing fees pay for the direct costs of regulating the sector: licensing, compliance inspections, complaint handling and enforcement activities; and indirect costs of managing the sector: information technology, finance and accounting, and office rent. The indirect cost such as rent, and administrative costs are spread proportionately across each licensed sector. Every year these costs increase; sometimes consistent with inflation, in other cases based on unique factors related to a sector (ex. changes to the law that result in new regulatory requirements).

The costs for regulating the collection agent, bailiff, and debt repayment agent sector have been affected primarily by inflation, which previous fee increases did not keep pace with. Throughout the COVID-19 pandemic and the years following every effort has been made to reduce costs while maintaining the ability to operate, with the intent of providing as much relief to licenced businesses as possible during unfavourable economic times. 2021 saw a 0% fee increase followed by nominal increases throughout 2022-2024. The fee changes will ensure that Consumer Protection BC can operate effectively and that costs are accurately recovered for regulating this sector.

### What did we hear from you?

During the fee review in the summer, we heard from 3.9% of the licensees in your sector. Our goals for the consultation were to make licensees aware of pending licence fee changes and to solicit feedback on those changes and our process. Of those who responded to our survey from your sector, 100% indicated they understood that we were proposing to change licensing fees and other charges. Further, 90% of respondents indicated they understand how we use their fees to regulate your sector.

The themes from the feedback can be summarized as follows:

1. Objection to raising fees and/or the size of fee increase.
2. Suggestions related to the fee model or operation activities.
3. Objection to debt repayment being assessed in the same group as debt collection.

With respect to these themes, we offer the following context and clarification:

Consumer Protection BC is a regulator and separate from government and operates on a cost recovery basis and as our costs increase (largely due to inflationary pressure) we need to increase our fees to recover the costs of regulation your sector. The licensing fees and other charges represent the cost of regulation. It is important that we maintain our ability to regulate this sector and ensure that we have

the resources required to do so. Consumer Protection BC prepares annual financial statements which are made publicly available on our corporate website. Our financial statements are audited by an independent third-party auditor and our annual budget is approved by our Board of Directors. We publish our annual financial statements in the [News & Media Centre](#) section of our corporate website. When setting fees, the debt repayment sector is included with our assessment of debt collection and bailiffs as the fee structure is the same.