

Notification of Fee Change

2025-2027 Telemarketing 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.

Telemarketing

| Fee type | Current fee | Fees Jan. 1, 2025 | Fees Jan. 1, 2026 | Fees Jan. 1, 2027 |
|---|-------------|-------------------|-------------------|-------------------|
| New per location principal and branch licence | \$823 | \$905 | \$959 | \$997 |
| Renewal per location principal and branch licence more than 2 weeks prior to expiry | \$706 | \$777 | \$824 | \$857 |
| Renewal per location principal and branch licence less than 2 weeks prior to expiry | \$773 | \$852 | \$903 | \$939 |
| FTE amount for new & renewing licensees | \$73 | \$80 | \$85 | \$88 |
| Change of name or address | \$66 | \$75 | \$75 | \$75 |
| Change of directors/officers | \$66 | \$75 | \$75 | \$75 |
| NSF payment | \$63 | \$50 | \$50 | \$50 |
| 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 telemarketing 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.