

***Dealers must not require you to buy insurance from them or from their supplier.***

BC law says dealers must not require you to buy insurance from them or from their supplier. It appears you had the chance to buy insurance from a provider of your choice. It also appears the lender, not the dealer, required the insurance product. For these reasons, the VSA cannot assist you with this issue.

If your issue is with the insurance agent or company, you may wish to make a complaint to one of these organizations:

- [The Insurance Council of BC](#): investigates complaints about those selling insurance policies.
- [BC Financial Services Authority](#): investigates complaints about the companies providing the insurance coverage.