



For Immediate Release

CAA applauds Aviva Canada's call for provincial towing regulation

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Provincial regulation would provide consistency, clarity and peace of mind for consumers

Thornhill, ON, November 23, 2017 – ‘Crash, Cash and Backlash’, a report released today by Aviva Canada, reinforces CAA’s advocacy efforts, calling on the provincial government to make regulating the towing industry a priority.

While changes to Ontario’s Consumer Protection Act took effect on January 1, 2017, problems persist with consumers charged excess amounts and tow truck drivers not adhering to the new laws.

CAA has been actively working with stakeholders and government officials to work towards provincial regulation of the towing industry.

Regulating towing provincially, would further consumer protection for motorists, provide consistent levels of training for operators, and ensure the vitality of an important industry on our roads.

“CAA is pleased to see Aviva Canada join in the call for regulation of the tow truck industry as part of its report,” said Carlos Coutinho, CAA Club Group’s chief operating officer.

“Provincial regulations are one of many solutions to auto insurance fraud, which impacts consumers and insurers alike. It shows broad government consensus, and reinforces the efforts made by CAA in recent years to encourage the provincial government to help resolve challenges in this sector.”

Recent changes to the Consumer Protection Act and Highway Traffic Act that took effect in January 2017 are the first steps to address challenges, but more needs to be done.

While collisions are a small portion of the towing services conducted in Ontario annually, these incidents are considerably more expensive than other towing services, are more directly related to fraudulent behaviours and activities, and occur when motorists are most vulnerable.

In August 2017, CAA engaged Ipsos to survey Ontario motorists about their knowledge of their rights and the rules and regulations for the towing industry.

The research indicated that only 51 per cent of motorists said they felt educated about their rights, and do not feel overly protected. The survey also showed that 53 per cent of respondents were not aware that costs and requirements for towing differ across Ontario.



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About CAA South Central Ontario

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For over a hundred years, CAA has been helping Canadians stay mobile, safe and protected. CAA South Central Ontario is one of nine auto clubs across Canada providing roadside assistance, travel, insurance services and Member savings for our over 2 million Members.

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For further information contact:

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