

Important Notice to Our Customers

The Ontario government has made it mandatory on July 1st, 2016 for tow operators to conduct a search and provide notification to all owners and lien holders of a vehicle when placed in our impound.

The notification must be made within 15 days after the vehicle is received in our impound. Neither the government nor the police agency will provide an owners address so we must use other costly means and at your expense. The Provincial Towing Association of Ontario and its membership wish to make it clear that we objected to this initiative.

Charges on your invoice may or may not include both direct costs and administrative fees for the following:

1. A search for any liens
2. A search for the owners address
3. Notification to the lien holder(s)
4. Notification to the owner(s)
5. Administrative fees

If you wish to comment about this please follow the instructions on the opposite page. Thank you for your understanding.

Please Note: We accept cash or most major credit cards for payment.



To file a complaint please call or write to the Ministry of Government and Consumer Services

There are three steps you can follow:

1. Review your rights

If you have any questions about your rights regarding Bill 15 call the Ministry of Government and Consumer Services at:

1-800-889-9768 or 416-326-8800

TTY 1-877-666-6545 or 416-229-6086

2. Write a complaint letter and submit to the Ministry at:

Ministry of Government and Consumer Services

Consumer Protection Branch

Box 450, 1201 Wilson Avenue Building A
North York ON M3M 1J8

Email: consumer@ontario.ca

Fax: 416-326-8665

Member in good standing

