



Grow from Within

ACCREDITATION MEANS GOOD CUSTOMER RELATIONS

The Motorist Assurance Program of Canada's Facility Accreditation Program assures customers that the Program Standards of Service are being followed and that when those standards aren't met, there is a method for the customer to achieve satisfaction.

BENEFITS:

- Consumer Awareness**
The Motorist Assurance Program of Canada Facility Accreditation sign and point-of-sale materials may be displayed only by repair facilities that commit to participate in the program. The sign sends an instant signal to customers that the shop is accredited.
- Consumer Confidence**
Display of the Motorist Assurance Program of Canada sign tells customers that they can have confidence in the inspection performed at the facility.
- Consumer Trust**
Consumers will know that any dispute over repairs or service will be resolved quickly and fairly.
- Enhanced Prospects of Repeat Business**
Customers come back again and again when they know they'll get top-notch service, professional treatment, and dependable car care.

REQUIREMENTS:

Participating in the Facility Accreditation Program is simple. Facilities participating in the Motorist Assurance Program of Canada Facility Accreditation Program must pledge to their customers:

- That written recommendations for repairs will be provided and explained based on system failure, improved system performance or preventive maintenance, according to accepted industry standards.
- That personnel at the facility will be properly trained in accordance with Standards of Service and qualified to perform an inspection in accordance with Uniform Inspection and Communication Standards (UICS).
- That a written estimate, including the reason for the repair, will be provided and no work will be performed without prior authorization by the customer.
- That a written limited warranty on repairs will be included at no extra cost to the customer.
- That if the customer is not satisfied with the resolution of a dispute regarding the facility's performance in meeting the requirements of this program, the dispute will be submitted to the Motorist Assurance Program of Canada's dispute resolution process.

FACILITIES DESIRING ACCREDITATION MUST:

- Be affiliated with a Motorist Assurance Program of Canada Master Member or become a member.
- Abide by the program's Pledge to Customers and follow the Standards of Service.
- Use the Motorist Assurance Program Uniform Inspection and Communication Standards (UICS) during all applicable inspections of a customer's vehicle, document that inspection and give the written results of the inspection to the customer.
- Participate in a dispute resolution program approved by the Motorist Assurance Program of Canada.
- Display Motorist Assurance Program of Canada materials.
- Pass the Motorist Assurance Program of Canada operations reviews.
- Be operating as currently structured for at least six (6) months.
- Have not had owners/principles convicted of an offense related to fraud in the marketplace, engaged in misrepresentation, or deceptive practices for a period of at least two (2) years prior.
- Have minimal customer complaints.
- Authorize the releases by regulatory agencies of all information on file pertaining to repair activities of the facility to the Motorist Assurance Program of Canada.
- Submit a written application.
- Pay the Motorist Assurance Program of Canada facility accreditation application/renewal fees.

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