



For Immediate Release

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CAA applauds continued calls to protect Ontario motorists

Provincial regulation of the towing industry remains an important step in protecting consumers

Thornhill, ON, March 12, 2018 – A new report released today by Aviva Canada revealing the frequency and depth of auto insurance fraud in Ontario, reinforces [CAA South Central Ontario](#) (CAA SCO) continued advocacy efforts calling on the provincial government to make regulating the towing industry a priority.

In 2017, Ontario's Consumer Protection Act established certain measures to safeguard motorists. Tow operators are prevented from charging excessive amounts for service, and drivers have the option to choose where to have their vehicle towed to.

Other measures include:

- Giving motorists the option to pay with a credit card
- Providing an itemized invoice listing the services provided and costs involved before receiving any payment
- Disclose if they are receiving a financial incentive for towing a vehicle to a particular storage facility or repair shop

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

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

“The need for provincial regulation of the tow truck industry is underscored by the continuing challenges related to consumer protection and choice on Ontario's roads,” said Elliott Silverstein, manager of government relations at CAA SCO.

Although collisions represent a small portion of towing services conducted in Ontario, these incidents are considerably more expensive, are susceptible to fraudulent behaviours and activities, and occur when motorists are most vulnerable.

“Fraud in the auto insurance industry is multi-faceted, and provincial towing regulation is one of many potential solutions,” said Silverstein. “The findings in Aviva's latest report reinforces CAA's efforts to encourage the provincial government to help resolve challenges in this sector, and keep motorists safe across Ontario if and when they require assistance.”

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.



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The research indicated that only 51 per cent of motorists said they felt educated about their rights, and do not feel 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

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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