



April 24, 2020

Dealer Alert

VEHICLE REGISTRATION DURING REMOTE SALES

UCDA Members do the right things when they sell vehicles remotely. They send bills of sale and other documents electronically, by fax or email, get them back signed and paid remotely. They deliver to the customer's house. They practice personal distancing.

Members also know, when they take vehicle registrations into their Service Ontario licence office, they need **original signatures** for transfers or the office will reject them. This flies in the face of the need for people to keep apart.

At the same time, consumers and dealers want the vehicle to be registered to the new owner and the plates properly registered for a variety of good reasons.

Members have been asking us for a solution.

We reached out to Service Ontario and the MTO and they have confirmed the following:

1. A faxed or emailed letter of authorization from a customer to a dealer **will allow the dealer to sign the vehicle application for transfer on the permit on the consumer's behalf:**

[Available HERE](#)

The vehicle buyer is required to type in the box what transaction they require, i.e. vehicle transfer, and "I authorize the dealer to sign the application for transfer as buyer on my behalf" sign and send back by fax or email to the dealer.

2. If an authorized representative of a dealership wants to replace a permit with an emailed/scanned copy of a bill of sale, the original does not need to be presented to the ServiceOntario centre. Electronic signatures may be accepted on a bill of sale for dealer transactions, including authorized dealer auctions.
3. When attending a new licence office, your OMVIC Certificate and Dealer Authorization Letter will now be accepted by fax or scanned from email, and a credit authorization can be done over the phone instead of by submission of a form.

Details on these measures can be seen [here](#).

For Service Ontario offices throughout the Province that are still open, please check:

<https://www.ontario.ca/page/serviceontario-centre-closures>

or call **416-235-2999** or **1-800-387-3445** for locations offering dealer services only.