

MTA Dealer Membership Criteria

1 Advertising and information about vehicles, financing and trade-in deals is full, accurate and meets all statutory requirements.

- 1.1** All descriptions, whether in media, websites, on-site information or in sales representations, is complete and accurate. Descriptions are clear, in plain English, and are not ambiguous or misleading.
- 1.2** All advertising relating to financing, trade-in deals, warranties and after-sales service is honest, clear, in plain English and not misleading.
- 1.3** Advertising and signage clearly identifies the dealer as an MTA member. If external signage is not permitted by a franchise organisation there should be clear signage at the reception or sales area.

2 Vehicles are in sound condition, well presented and identify any encumbrances. All information is complete and accurate.

- 2.1** On request, and free of charge, vehicles are inspected using the MTA approved checklists. The full inspection report is available to customers.
- 2.2** All written information about vehicles provided by previous owners will be made available prior to purchase and will be passed on to the purchaser. This includes any manuals, service records and handbooks.
- 2.3** Supplier Information Notices (SINs) show all information required by statute and are attached to all vehicles for sale.
- 2.4** All vehicles are well presented. All vehicles are well positioned to allow easy and thorough inspection.

3 Sales and after-sales service is honest, helpful, courteous and professional. All business dealings are fair and ethical.

- 3.1** There is full disclosure of prices, fees and interest rates. There is no 'hydraulic' of prices and fees.
- 3.2** Sales staff are professional and courteous. They do not use unethical sales techniques.
- 3.3** If the dealership has conditions for test drives, the conditions are on display and are explained to every customer prior to taking a vehicle for a test drive.
- 3.4** All verbal undertakings and special conditions agreed during negotiations are put in writing as part of the sales contract.
- 3.5** Sales contracts are in plain English and do not opt out of statutory requirements.
- 3.6** Purchasers of all qualifying vehicles receive the MTA Warranty or better.
- 3.7** All additional mechanical breakdown insurance policies are in plain English. They clearly state what is included and what is excluded.
- 3.8** All documentation relating to the sale is given to the customer at the time of sale or delivery. There is a summary of the key points including interest rate, fees and default conditions.

- 3.9 Any faults and complaints are discussed openly and, if justified, are fixed promptly. The dealer participates in good faith in the MTA mediation process and complies with MTA complaints and mediation policies.
- 3.10 Posters advertising the MTA Customer Promise are prominently displayed in the sales area and all purchasers are given brochures summarising it.
- 3.11 Criticisms of colleagues: Dealers and their staff are loyal to MTA and other dealer members. Where necessary, concerns are made to each other or through MTA, not to customers.

4 Dealers and their staff are competent and professional.

- 4.1 The dealer principal and all sales staff are competent in:
 - vehicles, including vehicle safety
 - finance arrangements (as appropriate to staff roles in the dealership)
 - customer service.
- 4.2 The dealer principal ensures positive staff management and development through:
 - pre-employment checks
 - induction and initial training
 - supervision
 - ongoing training.
- 4.3 All staff inspecting or repairing vehicles meet competencies required for MTA Repairers.

5 Premises and site are safe, professional and well presented.

- 5.1 The retail dealer operates from a dedicated site or premises. It is well presented, safe, and welcoming to customers. It allows for adequate display of vehicles. If practicable customer car parking is provided. Signage is professional and clear.

Note:

 - where repairers, service stations or panel beaters sell motor vehicles as an adjunct to their main business, they must have a dedicated section of their premises (eg, not using customer carparking)
 - the majority of stock available for sale is presented in this dedicated section (eg, not stored in another part of the site).
- 5.2 Buildings are of permanent construction, professionally presented (internally and externally) and are clean and safe.

Note – a prefabricated building would normally be acceptable but a temporary structure such as a caravan would not.
- 5.3 The site and premises satisfy all local authority, health and safety, hazardous goods and other regulations and consent requirements.
- 5.4 If inspections or repairs are done on site, the inspection/repair area must meet MTA criteria.

Note – minor repairs can be done on site (eg repairs of minor dents or fittings).
- 5.5 Shared sites – if the site is shared with another dealer:
 - the other dealer must be an MTA member and meet all these criteria.
 - SInS must clearly state which dealer is selling which vehicles.