

ILO Administration for B.C. Towing and Recovery Operators



Section 1 Module 9

Refuse to Issue (RTI): Recovering Unpaid Debts After Disposal *Motor Vehicle Act, Section 255.11 — Updated Procedures for 2025*

Opening Narration

Narrator:

In this module, we'll examine the **Refuse to Issue (RTI)** process — a mechanism that allows Impound Lot Operators to recover unpaid towing and storage fees *after* an unclaimed vehicle has been lawfully properly disposed of under Section 255.7 of the *Motor Vehicle Act*.

RTI is an enforcement tool that directs ICBC to refuse to issue a driver's licence to the former vehicle owner until the outstanding debt is paid.

Because the RTI process affects a person's licensing status, it follows specific timelines and documentation rules. Understanding these requirements ensures applications are successful and helps prevent delays or rejections from RSBC.

Lesson 1 — What Is the RTI Program?

Narrator:

The RTI program is authorized under Section 255.11 of the *Motor Vehicle Act*. RTI is an enforcement tool that directs ICBC to refuse to issue a driver's licence to the former vehicle owner until all outstanding towing and storage fees are paid *after* an unclaimed vehicle has been lawfully disposed of under Section 255.7 of the *Motor Vehicle Act*.

It allows the Superintendent of Motor Vehicles to:

Direct ICBC to **refuse to issue** a driver's licence to the former owner of a disposed vehicle **until the outstanding lien is paid**.

This decision remains in effect until:

- The lien is paid in full, and
- The superintendent rescinds the RTI

Version 7 of the manual includes the updated requirements for ILO applications (p.12).

Lesson 2 — When Can an ILO Apply for RTI?

An ILO may only apply for an RTI when **all** the following conditions are met:

1. The vehicle was disposed of under Section 255.7 (normal disposal).

Early Disposal Agreements **do not qualify** for RTI.

2. A disposal decision from RSBC has been issued.

You must have received RSBC's written authorization for disposal.

3. The vehicle has been disposed of within required timelines.

Disposal must occur **within 30 days** of the last day of the impoundment period.

4. The lien has not been discharged.

If the owner paid the amount owing before RTI was issued, you cannot apply.

(These conditions match the procedures from the original course and Version 7.)

Lesson 3 — Required Notice Before Applying for RTI

Narrator:

Before submitting an RTI application, you must send a **second written notice** to the former owner.

This is different from the disposal notice.

The RTI Notice must be sent:

- **Only after** the RSBC disposal decision has been received
- At least **14 days before** submitting an RTI application

The RTI Notice must include:

- Impoundment number
- License plate number
- VIN
- Owner's name and address
- Date the vehicle was impounded
- Amount of the lien at the time of notice
- RoadSafetyBC contact information (including the RTI phone number: 844-455-1932)

Version 7 provides these specific content requirements (p.12).

The notice informs the owner that:

If the outstanding debt remains unpaid, the ILO intends to apply for an RTI, which may prevent them from renewing their driver's licence or insurance.

Timely and accurate notice is essential; RSBC will reject RTI applications missing proper notification.

Lesson 4 — Submitting an RTI Application

Required Form: Application for Refuse to Issue (RTI)

This form is available on the RSBC website under “Forms and Procedure Manuals.”

Submit the completed form to:

RSBCimpoundment@gov.bc.ca

Your application must confirm:

- The vehicle was disposed of under s.255.7
- All timelines were met
- The owner has been properly notified
- The lien remains unpaid

RSBC will review the application and determine whether to issue an RTI direction.

Lesson 5 — What RSBC Does After Receiving Your Application

If the application **meets all legal requirements**, RSBC will:

1. **Direct ICBC to refuse to issue** a driver’s licence or plates to the former owner
2. Notify the ILO that an RTI has been placed
3. Notify the former owner of the RTI direction

If the application **does not** meet requirements, RSBC will notify the ILO that no action will be taken, and will provide a reason.

Reasons RSBC may reject an application include:

- The vehicle was disposed under the **Commercial Liens Act**, not Section 255.7
- The ILO used a **Date of Disposal Agreement** or **Early Disposal Agreement**
- Notice was not properly given to the former owner
- The application was submitted too early or too late
- The information provided is incomplete or inaccurate

(These failure conditions are outlined in Version 7, p.12.)

Lesson 6 — After RTI Is Issued: ILO Responsibilities

Narrator:

When the former owner pays the outstanding lien, the ILO must act immediately.

The ILO must:

1. Submit **Form MV0728 – Lien Discharge Notice**
 2. Attach proof of payment (receipt)
 3. Submit both documents to:
RSBCimpoundment@gov.bc.ca
1. Do so **within one business day**

RSBC will then:

- Instruct ICBC to rescind the RTI
- Notify both the ILO and the owner

Failure to report payment promptly can cause hardship to the owner and may result in compliance issues for the ILO.

Lesson 7 — Review of RTI Decisions

Narrator:

The former owner has the right to request a review of an RTI decision. However, reviews consider only:

- Errors in the RTI process
- Incorrect lien amounts
- Evidence of misconduct or abuse
- Incorrect disposal timelines or procedures
- Other administrative errors

Economic hardship is *not* grounds for review.

If the review reveals:

- An outstanding lien was already paid
- The lien was inflated
- The ILO completed the disposal improperly
- The ILO has closed or ceased operations

RSBC may rescind the RTI or direct the owner back to the ILO for resolution.

This mirrors the processes described in your original training materials.

Lesson 8 — Best Practices for Successful RTI Applications

To avoid rejections and delays:

- Track disposal dates carefully
- Maintain a complete disposal file
- Keep copies of all notices and mailing dates
- Use the Vehicle Impoundment Calculator for accurate fees
- Ensure RTI notice contains all required information
- Submit complete documentation

ILOs who maintain organized records experience the fewest RTI processing issues.

Lesson 9 — Summary

Narrator:

To recap:

- RTI is available **only** after a proper disposal under s.255.7.
 - A second notice must be sent **after disposal approval**, and at least **14 days before** application.
 - Submit the Application for Refuse to Issue form along with accurate lien details.
 - RSBC may direct ICBC to refuse issuing a licence or plates.
 - When the lien is paid, the ILO must notify RSBC within **one business day** using form MV0728.
 - RTI is an important enforcement tool to recover unpaid debts, but it must be handled carefully and correctly.
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End of Module 9 — Knowledge Check (Optional)

1. Which types of vehicle disposal qualify for RTI?
2. How long must you wait after sending RTI notice before applying?
3. What must the RTI notice contain?

4. What form must be used to notify RSBC when the lien is paid?
5. Who does RSBC direct to place the “refuse to issue” hold?