



MTA NSW Consumer Enquiry Form

The Motor Traders' Association of NSW (MTA NSW) is a member based Association, that represents businesses in the retail automotive industry. The MTA NSW is not a government body and does not issue trading licenses or trade certificates.

To notify the Motor Traders' Association of NSW of an issue, please fill in the details below.

Please note: The MTA NSW is unable to provide legal advice to consumers.

This form offers the opportunity for the Association to provide an MTA NSW Member a notification of your compliment / query / complaint.

I consent to MTA NSW forwarding this document (with my contact details) to the trader concerned with a request to contact me to discuss this issue and in the case of a complaint, with a view to resolution:

YES NO

(You will be contacted via email or post by MTA NSW once this information has been forwarded to the member)

Is this notification for MTA NSW file purposes only?

YES NO

(This Form will NOT be forwarded to the MTA NSW Member business if you select YES to this question)

TYPE OF ENQUIRY:

Compliment Query Comment Complaint

Is the business an MTA NSW Member? YES NO UNSURE

(Note: Only MTA NSW Members will be notified and forwarded this Form with your details. You will be advised via email or post if the business is not an MTA NSW Member)

Has this matter been referred to the NSW Fair Trading / NSW Civil and Administrative Tribunal (NCAT) or applicable Court? YES NO

YOUR DETAILS:

Name: _____

Phone number: _____

Email: _____

Does this involve the sale or repair of a vehicle?

SALE REPAIR OTHER

Vehicle Details

Make: _____ Model: _____

Year: _____ Registration: _____

Traders Details

Business Name: _____

Address: _____

Phone number: _____

Briefly outline your comments (attach additional pages if required):

Additional pages used (please tick):

If this is a complaint, what is it that you are seeking in order to resolve this issue?

If you have consented, the MTA NSW will provide a copy of this Form to the Member concerned. The Member will be asked to contact you to discuss / resolve the issue you have raised. If no consent has been provided, this Form will be filed for future reference by the Association only. Privacy: MTA NSW will not provide your details to any third party unless you have provided your express consent. The provision of your details is limited to forwarding this document to the business named by you. This document will only be provided to the business where you have provided your express consent as indicated on this form. For a copy of MTA NSW Privacy Policy please contact MTA NSW on 02 9016 9000.

OFFICE USE ONLY

SUBMITTED BY CONSUMER: Date: ___ / ___ / ___

Member contacted – Yes No Date: ___ / ___ / ___ Consumer contacted – Yes No Date: ___ / ___ / ___

ENTERED INTO DATABASE: Date: ___ / ___ / ___

Comments _____

Divisional Manager Signature: _____