



August 18, 2017

Vivint Canada Inc. to Provide City with Plan for Improving Sales Practices

Lloydminster, AB/SK – A business license suspension for Vivint Canada Inc. will continue until the company provides a satisfactory plan to address concerns voiced by Lloydminster residents.

The suspension, first issued on July 17, 2017, limits Vivint from conducting door-to-door sales in the City. The City also asked Lloydminster residents to share feedback relating to Vivint's sales practices.

"Over the past 30 days, Lloydminster residents have contacted the City by phone and email. Residents reported concerns about Vivint's recent sales practices in our community; we take these concerns seriously and thank all who reached out to us," said Doug Rodwell, City Clerk.

On August 14, 2017, senior representatives from Vivint attended at Lloydminster City Hall. City Administration provided them a package of verbatim comments from residents (names and addresses withheld).

"Vivint representatives were dismayed to read the comments," said Rodwell. "They apologized to the City and said they would ensure situations like this do not occur again. They advised that Vivint would immediately conduct its own internal investigation, and would develop a draft action plan for the City's review and consultation. If the City is satisfied that the action plan meaningfully addresses residents' concerns, the company's business license suspension will be lifted."

Vivint committed to providing the City of Lloydminster with the draft action plan by August 30, 2017. The business license suspension does not limit Vivint's ability to serve existing Lloydminster clients.

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