



LLOYDMINSTER MEDIA RELEASE

October 17, 2017

City Approves Vivint Canada Inc. Plan for Improving Sales Practices

Lloydminster, AB/SK – A business license suspension for Vivint Canada Inc. will be lifted, as the company has provided a satisfactory plan to address concerns voiced by Lloydminster residents.

The suspension, first issued on July 17, 2017, limited 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.

"Lloydminster residents had 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 September 14, 2017, senior representatives from Vivint submitted a plan for improving sales practices within Lloydminster. City Administration provided feedback and a finalized plan was agreed upon.

"All door-to-door sales companies will be held to the same standard," said Rodwell. "Vivint has apologized to the city and said they would work to ensure situations like this do not occur again. The matter has been completely investigated and an action plan is now accepted by the City Clerk. We are satisfied the plan meaningfully addresses residents concerns; therefore, company's business licence has been lifted."

The Vivint Action Plan can be reviewed at www.lloydminster.ca/VivintActionPlan



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