



VEHICLE SECURITY PROFESSIONAL

Vehicle Security Professional Registry -- Frequently Asked Questions in Canada

Q: What is the Vehicle Security Professional “Registry”?

A: The Vehicle Security Professional “Registry” is the foundation of the Vehicle Security Professional program; it is the repository of secure, background checked Vehicle Security Professionals (VSP). A VSP is an automotive locksmith or repair technician who specializes in services that require use of security-related service information. These services include immobilizer resets, component replacements that require initialization of security systems and creation/registration of high security keys. Locksmiths and technicians who have a need to access automaker security-related service information can apply for inclusion in the Registry.

Q: What is the Vehicle Security Professional program?

A: The Vehicle Security Professional program is a data exchange system conceived and designed cooperatively by automakers, the independent repair community, and the insurance and law enforcement communities; it allows the aftermarket to access security sensitive information related to automobiles (i.e. key codes, PIN numbers, immobilizer reset information and similar types of information). The VSP program allows access to security-related information while protecting the safety and security of consumers and the integrity of automobile security systems.

Q: How does security-related information access work?

A: After applying for and obtaining a Vehicle Security Professional (VSP) Identification number, a Vehicle Security Professional can log onto automaker service information websites that they subscribe to and access security-related service information. The Registered VSP is only allowed to access this information at the request of a customer and is required to follow strict positive identification standards to ensure that the requestor has the authority to make the request. Once the VSP has established proof of ownership of the vehicle by matching the name on driver’s license with the vehicle registration and registration with Vehicle Identification Number, a VSP is authorized to access information on behalf of the customer.

When using the Vehicle Security Professional program, the VSP identification number is validated against the Registry on every transaction and the transaction is posted with the National Insurance Crime Bureau and available to the Insurance Bureau of Canada. This validation process takes place in real time and the requested information is returned to the requester in a matter of seconds.



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Q: What is required to sign up and what happens after I do?

A: Information about how to apply and a downloadable application are available from the www.vehiclesecurityprofessional.ca website. Go to www.vehiclesecurityprofessional.ca and follow the link to the document entitled *How to Apply to become a Vehicle Security Professional in Canada* for details.

Q: What does it cost to apply for inclusion in the Registry?

A: A non-refundable fee of \$75 is required with your Registry application; this fee is used to fund your background check for a two year Registry membership. An annual membership maintenance fee of \$150/year is also required. These fees are due and payable with your Registry application (this means that your application must be accompanied by \$375 - your \$75 non-refundable application fee and two years' dues). You must reapply and (with appropriate fees) at least 30 days prior to your Registry expiration.

Q: What are my dues used for?

A: NATA and CIIA, two aftermarket service industry trade associations, made a large investment in construction of the Registry on the behalf of the entire automotive service industry. Use of the Registry is not limited to members of these associations; therefore, the costs associated with the Registry cannot be borne by association members. The Registry business model requires that the system be funded by its users. Your once-every-two-year membership fee is used to finance the administration and maintenance of the Registry.

Q: What happens after I sign up and approved for the “Registry”?

A: After your background check is cleared and all other paperwork is verified, you will receive an e-mail notification of approval and then a telephone call with your Vehicle Security Professional (VSP) ID number. You will also receive a temporary password and instructions to go to the VSP Registry website and reset your password. Instructions on the VSP Registry website also show you how to administer your account online. REMEMBER – your VSP number must be used each time you attempt to access security-related service information from an automaker website.

Q: What happens if my application is not approved?

A: In the event you are not approved, for example something needs further investigation regarding your background; you will receive written notification, along with instructions for an appeal process. If you are ultimately not approved for the Registry, maintenance fees submitted with your application will be refunded; the \$75 application fee is not refundable.

Q: How long is my Registry membership good for; when must I renew?

A: Once accepted into the Registry, your VSP number remains valid for 2 years. You will need to renew your membership within 30 days of expiration to avoid a lapse in service.



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Q: What types of resources are available from automaker websites?

A: Automakers, at their discretion, make various types of security-related service information accessible to Registered VSPs; typical examples include key codes, security PIN codes, radio security codes, immobilizer reset information, special tool requirements and information, and etc.

Q: Which automakers participate and what resources do they offer?

A: The following link has a list of participating automakers. It shows the types of information available, model/year coverage, the geographic limitations if applicable, tools required to perform security-related services and links to service information websites. Most automakers are participating; some in California only initially while others are participating on a national basis. See the [Vehicle Security Professional Vehicle Security Matrix](#) for more information.

Q: What types/model year information coverage is available?

A: This will vary by automaker. See [Vehicle Security Matrix](#) for details.

Q: Where do I sign up for the registry or get the application packet?

A: The application packet can be downloaded from the www.vehiclesecurityprofessional.ca website.

Q: Once I have a VSP number, can I share it, or information I acquire using it with my employees or others?

A: As a Registered VSP, you must not share your VSP number or password with anyone. You are entitled to acquire security-related information with your VSP number on behalf of a customer with verified authority ONLY. Likewise, you must not acquire information with your VSP number and share it with others, as specified in the *Terms & Conditions of Use*. Finally, you must turn all information acquired on behalf of the customer to the customer – you may not retain copies of the information after services are completed.

Protect yourself; do not share or allow to be shared, information acquired with your VSP number, or your VSP number itself, or anyone's password. *INFORMATION SHARING WILL NOT BE TOLERATED!*

Q: I have a large business with many employees; does every employee require a VSP number?

A: If you intend to have an employee access security-related information from an automaker, and/or if your business model requires you to dispatch employees to provide services in the field where internet access is limited (or unavailable) your employee must be registered as a VSP account holder with their own VSP number. Any individual accessing

or handling security-related service information acquired through use of the Registry must have a valid VSP number.



Q: My business model requires the use of sub-contractor services; can I register my sub-contractors under my Primary VSP number account?

A: It is forbidden to add anyone as a VSP account holder to your business account who is not directly employed by your company; sub-contractors may not be added to your business account. If your business model requires the use of sub-contractors, the sub-contractor must have their own VSP number and they must acquire the security-related information using their own VSP number.

Q: What is at stake if I share my VSP number, password or security information acquired with use of my VSP number?

A: Your own access to automaker security-related service information is at stake, and if a crime occurs, perhaps even criminal prosecution.

IMPORTANT: YOUR VSP NUMBER IS ASSOCIATED WITH YOUR NAME, YOUR SOCIAL INSURANCE NUMBER AND YOUR BUSINESS IDENTIFICATION. TRANSACTIONS FOR SECURITY-RELATED INFORMATION ARE LOGGED BY THE NATIONAL INSURANCE CRIME BUREAU AND MONITORED BY THE NATIONAL CRIME INFORMATION CENTER AND THE INSURANCE BUREAU OF CANADA. MISUSE OF YOUR VSP NUMBER AND PASSWORD IS DIRECTLY TRACEABLE BACK TO YOU.

INAPPROPRIATE USE OF VSP NUMBER OR PASSWORD: IT IS A VIOLATION OF THE REGISTRY TERMS & CONDITIONS OF USE TO SHARE YOUR VSP CREDENTIALS WITH ANYONE. IT IS ALSO A VIOLATION TO SHARE INFORMATION ACQUIRED WITH YOUR VSP NUMBER WITH OTHERS. VIOLATION OF THE REGISTRY TERMS & CONDITIONS OF USE WILL RESULT IN SUSPENSION OR REVOCATION OF YOUR PRIVILEGES.

Q: What is the "Positive I.D. Policy"?

A: Vehicle security-related information may only be acquired by a Registered VSP on behalf of the registered owner of a motor vehicle. The *Positive ID Policy* is a written statement of procedural requirements that defines how to determine if an information "requestor" has the authority to make the request. A Registered VSP is required by the *Terms & Conditions of Use* to follow the *Positive ID Policy* to establish proof positive that the person making the request is the registered owner of the vehicle.



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Q: What information will I be required to collect at the time of service and what records must I maintain?

A: Every time you use VSP to acquire security-related information on behalf of a customer, you are required to complete a document called *Authorization for Automotive Key Generation and/or Immobilizer System/Anti-Theft Services*". This is a contract between you as the direct service provider and the requestor. The requestor attests that they are the registered owner of the vehicle and indemnifies you and the automaker from liabilities associated with use of the security-related information to make keys for the vehicle and/or provide security-related services on the vehicle. This document is a permanent record of the transaction that you are required to keep for a minimum period of two years from date of service. This signed form can serve as a protection for you if a dispute arises over the services you provided.