

## CYA PLEASURE CRAFT OPERATOR CARD POLICY ANNOUNCEMENT

January 2005

Revised July 2006

The CYA endeavors to deliver superior service levels in the Pleasure Craft Operator Card (PCOC) program, and all staff members at the offices strive to maintain the efficiency of the system. Effective January 15 2005, CYA and the Provincial Sailing Associations are to amend their respective policies regarding inquiries about "cards not received".

The PCOC Replacement Card fee will be levied on clients with application forms dated prior to twelve (12) months or more of the request a PCOC Re-Issue.

CYA Cards are sent by first class mail and on rare occasion loss occurs. Undelivered cards are "returned to sender". Previously, CYA has been listed in the return address. Recently, we modified the return address to have TruCash Rewards's address replace the CYA offices as the the sender. Regardless of the return address, the CYA offices receive the undelivered cards and these cards are kept in the offices. Our administrative staff checks the returned mailings when clients call to inquire about their PCOC. Further, when a card is returned, the CYA staff takes action in an attempt to contact the instructor or client to resolve the issue immediately and to ensure that the card is redirected accordingly.

It is our belief that a client who has not received their PCOC would have reasonably contacted CYA within a twelve-month period to inquire about the status of the mailing. Replacement Cards are currently priced at \$20.00 plus taxes and will remain the same for clients enquiring due to the aforementioned circumstance. The PCOC Replacement Card fee will be levied on clients with application forms dated prior to twelve (12) months or more of the request a PCOC Re-Issue.

Please do not hesitate to contact CYA, should you have any questions or concerns,

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