

FAMILY GIFT JOURNEY

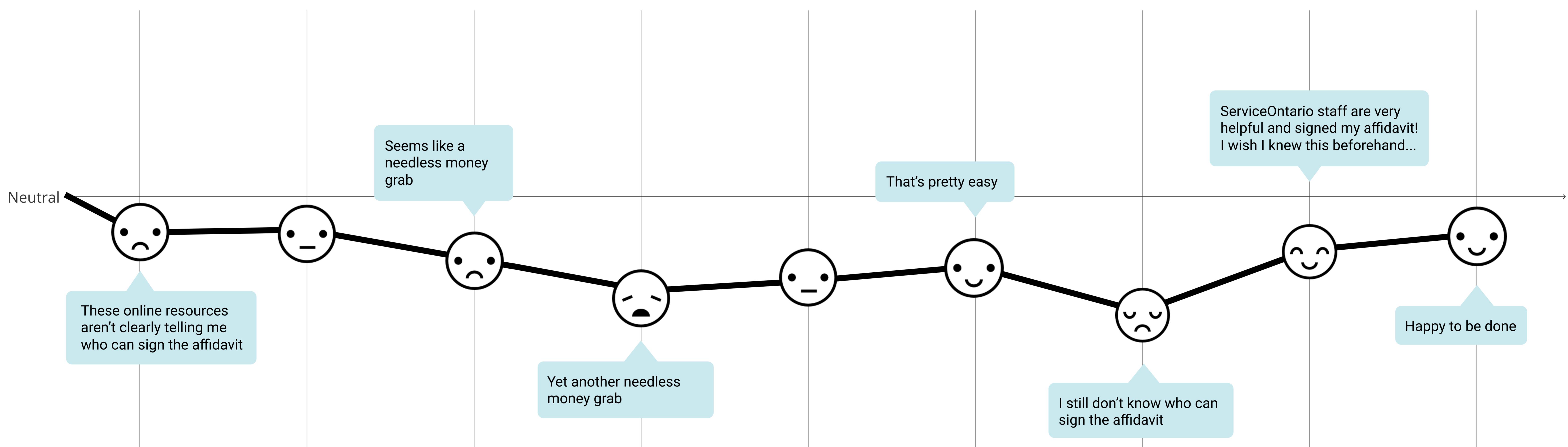
STEPS

Research for information on family gift process	If required, get insurance for person receiving the gift	Pass the safety inspection for the vehicle	Pass the driveclean test for the vehicle	Fill out family gift form	Completed back of vehicle ownership permit	Get signed affidavit	Go to ServiceOntario with proper documents, id, proof of insurance	If required, get new plates
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TOUCHPOINTS

- Google
- Ontario.ca
- Insurance company of the receiver's choice
- Mechanic of the giver's choice
- Mechanic of the giver's choice
- gov.on.ca
- Google
- Commissioner who is legally qualified to attest to the transfer
- ServiceOntario
- ServiceOntario

ATTITUDES



PAIN POINTS

- Did not know who to use as a witness, nor who qualified as a witness
- Felt it was unnecessary to get the vehicle safety'd considering that no one will give a family member a defective vehicle
- Feels like a needless "tax-grab"
- No instructions provided as to where to get a qualified commissioner to sign as a witness
- ServiceOntario wait-times

COSTS

- Dependant on receiver's age, driving experience, and insurance company
- Dependant on the mechanic. Average cost of \$100 - \$150