

BC FINANCIAL SERVICES AUTHORITY

**IN THE MATTER OF THE *REAL ESTATE SERVICES ACT*,
SBC 2004, c 42 as amended**

AND

IN THE MATTER OF

**Denise Bo An Mai
(160106)**

And

**Denise Mai Personal Real Estate Corporation
(160106PC)**

NOTICE OF ADMINISTRATIVE PENALTY

[This Notice has been redacted before publication.]

The Superintendent of Real Estate (the “Superintendent”) of the BC Financial Services Authority (“BCFSA”) issues this Notice of Administrative Penalty (the “Notice”) pursuant to sections 57(1) and (3) of the *Real Estate Services Act*, SBC 2004, c 42 (“RESA”).

TAKE NOTICE that the Superintendent is satisfied that you have contravened one or more rules designated as subject to administrative penalties under section 56(1)(a) of the RESA and section 26 of the *Real Estate Services Rules* (the “Rules”), collectively, the “Designated Provisions”.

TAKE NOTICE the Superintendent is imposing the following administrative penalties based on your having contravened the Designated Provisions:

1. Rules: section 29(1)(c); First contravention: Yes; Penalty: \$1,000;

Details: You failed to provide your managing broker the original or a copy of all rental property management records, including the residential tenancy agreement, that were in your possession and that were prepared by you or received from or on behalf of a principal, in relation to the Property.

2. Rules: section 29(4); First contravention: Yes; Penalty: \$2,500; the course and licence conditions #2 and 3 specified below;

Details: You failed to ensure that there was an adequate level of supervision over your unlicensed assistant who performed duties on your behalf. Specifically, when your unlicensed assistant collected rent and engaged in landlord tenant matters related in relation to the Property.

3. Real Estate Services Act: 37(4); First contravention: Yes; Penalty: \$1,000 the course and licence conditions # 1 and 4 specified below.

Details: You concealed, withheld, and/or refused to provide information related to the investigation when, in your response to BCFSA's investigation letter, you failed to disclose that you attended the RTB hearing and managed landlord tenant matter, and subsequently stated that you attended the RTB hearing for translation purposes, when this was not true.

(Collectively the "Contraventions").

Total administrative penalties:

- **Amount:** \$4,500
- **Specified Course of Studies or Training:** At your own expense, you are required to satisfy BCFSA that you have registered for and successfully completed the REIC2600 Ethics in Business Practice course offered by the Real Estate Institute of Canada between the date of this Notice and on or before November 1, 2026. Completion of this course is mandatory for your licence renewal. Please note that it does not count towards satisfying BCFSA's continuing education requirements.
- **Licence Conditions:**
 - 1) Denise Boi An Mai (160106) will, on or before November 1, 2026, provide BCFSA with verification satisfactory to the Superintendent that Denise Mai has successfully completed the REIC2600 Ethics in Business Practice course offered by the Real Estate Institute of Canada. Completion of this course is mandatory for your licence renewal.
 - 2) Within 90 days of issuance of this Notice, Denise Boi An Mai (160106) must:
 - a. Review with her Managing Broker the requirements under the RESA, the Regulations, and the Rules regarding the use and supervision of unlicensed assistants, including the services that unlicensed assistants are permitted and prohibited from providing; and
 - b. Submit to BCFSA a written and signed confirmation from her Managing Broker confirming that this review and discussion has occurred, including confirmation that MAI understands her ongoing responsibility for the actions of any unlicensed assistant acting

on her behalf and that MAI remains fully responsible for ensuring that unlicensed assistants act only within the scope permitted under RESA and that their actions are appropriately supervised at all times.

- 3) If Denise Boi An Mai (160106) has employees and others who perform duties on her behalf, MAI must:
 - a. Conduct documented weekly, or more frequently as required, supervision meetings with any unlicensed/licensed assistant who performs duties on her behalf;
 - b. Maintain written supervision records for each meeting, including the date of the meeting, tasks reviewed, guidance provided, and any corrective actions identified or taken; and
 - c. Retain these records and provide them to BCFSA upon request or submit them to BCFSA at such intervals as BCFSA may require.
- 4) Denise Boi An Mai (160106) may not renew, transfer, or amend their licence until the Superintendent has been provided with satisfactory verification that MAI has completed the REIC2600 Ethics in Business Practice course offered by the Real Estate Institute of Canada on or before November 1, 2026.

TAKE FURTHER NOTICE you may respond to this Notice by requesting an opportunity to be heard as follows (a “Reconsideration Request”):

- a. *Time limit:* You must deliver any Reconsideration Request so that BCFSA receives it within thirty (30) calendar days of the date you received this Notice (the “Response Deadline”).
- b. *Format:* A Reconsideration Request Form must be completed.
- c. *Content:* A Reconsideration Request should explain how you exercised due diligence to prevent contravention of the Designated Provisions. You may also provide any other information you believe the Superintendent should consider.
- d. *Delivery:* A Reconsideration Request may be delivered by email to apreconsiderations@bcfsa.ca and/or delivered to BCFSA's offices at 600-750 West Pender Street, Vancouver, BC V6C 2T8, Attention: Legal Services – Reconsiderations.

The date you received this Notice is the earliest date on which:

- the Superintendent personally served you with the Notice (s 57(3)(a) or (b) of the RESA);
- the Superintendent provided “substituted services” by a method provided for in a court order (s 125 of the RESA); or
- the Superintendent provided this Notice to Canada Post for delivery to your mailing address (ss. 18 and 19 of the Rules). This will normally also be the day it was emailed to you.

If BCFSA received your Reconsideration Request by the Response Deadline, the Superintendent will consider your Reconsideration Request and may cancel or confirm each of the administrative penalties. If BCFSA confirms an administrative penalty, payment is due immediately.

TAKE FURTHER NOTICE if you fail to deliver a Reconsideration Request by the Response Deadline, you are deemed to acknowledge your having contravened the specified Designated Provisions (s 57(2)(d) of the RESA).

TAKE FURTHER NOTICE that unless you deliver a Reconsideration Request by the Response Deadline, you must pay the administrative penalties within thirty (30) calendar days of the date you received this Notice. The Reconsideration Request may be by email or otherwise in writing and should attach or include information respecting the due diligence exercised to avoid the contravention, any extenuating circumstances that prevented compliance, and any other information that you wish BCFSA to consider.

Dated this 10 day of July, 2026 at the City of Victoria, British Columbia.

Superintendent of the BC Financial Authority

“Original signed by Shannon Mather”

Per: Shannon Mather
Delegate of the Superintendent of Real Estate
Province of British Columbia