



# Consumer Protection Alert

Service Alberta, Consumer Services

## Unlicensed Prepaid Contractor, Alberta-wide

### Name:

- **Michael Moya Martin**



### Affiliated Businesses:

- **3M's Renovation**

### Details

Service Alberta's Consumer Investigations Unit is warning Albertans about a home improvement and renovation contractor operating in Alberta, **Michael Moya Martin**.

Mr. Martin has been charged with multiple offences under Alberta's consumer protection laws. He is also facing criminal charges related to fraud and theft. Mr. Martin has been previously convicted of operating as a prepaid contractor without a license, for not complying with contract requirements, and for not refunding consumers when required.

Mr. Martin is known to:

- take deposits from consumers without having a proper business licence;
- take consumer deposits and not complete any work;
- take deposits and complete little work;
- request cash deposits;
- provide renovation contracts that do not align with consumer protection laws; and
- fail to refund consumers when contracts are cancelled.

### Consumer Tips / Instructions

Albertans are reminded that prepaid contractors are required to be licensed with Service Alberta. Consumers are strongly encouraged to do their research prior to hiring a contractor for home renovations or repairs. This includes:

- asking to see municipal and provincial business licences;
- establishing the total cost of the project;
- having a written contract in place and stating clear project deliverables and timelines;
- having a verifiable payment method (cheque, bank draft, e-transfer, etc.).

If you're planning to hire a contractor, consider reviewing Service Alberta's Home Improvements tipsheet, located on alberta.ca at <https://open.alberta.ca/publications/home-improvements-what-you-need-to-know>

### Service Alberta – Consumer Services

For information about the *Consumer Protection Act* or pre-paid contracting licences, contact the Service Alberta Consumer Contact Centre.

**In Edmonton:** 780-427-4088 **Toll-free in Alberta:** 1-877-427-4088

