



Insurance Corporation of British Columbia

Year Ended: December 31, 2011

Statements and Schedules of Financial Information

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statement of financial information approval

The undersigned represents the Board of Directors of the Insurance Corporation of British Columbia and approves the information contained in the Statements and Schedules of Financial Information prepared in accordance with the Financial Information Act.

A handwritten signature in black ink, reading "T. Michael Porter". The signature is written in a cursive style with a large, circular initial "T" that loops around the first few letters of the name.

T. Michael Porter
Vice-Chair of the Board of Directors

June 8, 2012

management's responsibility for financial statements

Scope of Responsibility

Management prepares the accompanying consolidated financial statements and related information and is responsible for their integrity and objectivity. The statements are prepared in conformity with International Financial Reporting Standards. These consolidated financial statements include amounts that are based on management's estimates and judgements, particularly our reserves for unpaid claims. We believe that these statements present fairly ICBC's financial position, results of operations, and cash flows, and that the other information contained in the annual report is consistent with the consolidated financial statements.

Internal Controls

We maintain and rely on a system of internal accounting controls designed to provide reasonable assurance that assets are safeguarded and transactions are properly authorized and recorded. The system includes written policies and procedures, an organizational structure that segregates duties, and a comprehensive program of periodic audits by the internal auditors, who independently review and evaluate these controls. There is a quarterly risk assessment process, the results of which influence the development of the internal audit program. We continually monitor these internal accounting controls, modifying and improving them as business conditions and operations change. Policies that require employees to maintain the highest ethical standards have also been instituted. We recognize the inherent limitations in all control systems and believe our systems provide an appropriate balance between costs and benefits desired. We believe our systems of internal accounting controls provide reasonable assurance that errors or irregularities that would be material to the financial statements are prevented or detected in the normal course of business.

Board of Directors and Audit Committee


The Audit Committee, composed of members of the Board of Directors, oversees management's discharge of its financial reporting responsibilities. The Committee recommends for approval to the Board of Directors the appointment of the external auditors and the external actuaries. The Committee meets no less than quarterly with management, our internal auditors, and representatives of our external auditors to discuss auditing, financial reporting and internal control matters. The Audit Committee receives regular reports on the internal audit results and evaluation of internal control systems and it reviews and approves major accounting policies including alternatives and potential key management estimates or judgements. Both internal and external auditors have access to the Audit Committee without management's presence. The Audit Committee has reviewed these financial statements prior to recommending approval by the Board of Directors. The Board of Directors has reviewed and approved the financial statements.

Independent Auditor and Actuary

Our independent auditor, PricewaterhouseCoopers LLP, has audited the financial statements. Their audit was conducted in accordance with Canadian generally accepted auditing standards, which includes the consideration of our internal controls to the extent necessary to form an independent opinion on the financial statements prepared by management.

Eckler Ltd. is engaged as the appointed actuary and is responsible for carrying out an annual valuation of ICBC's policy liabilities which include a provision for claims and claims expenses, unearned premiums and deferred premium acquisition costs. The valuation is carried out in accordance with accepted actuarial practice and regulatory requirements.

In performing the evaluation, the actuary makes assumptions as to the future rates of claims frequency and severity, inflation, reinsurance recoveries, and expenses taking into consideration the circumstances of ICBC and the insurance policies in force. The actuary, in his verification of the underlying data used in the valuation, also makes use of the work of the external auditor.



Jon Schubert
President and Chief Executive Officer

March 21, 2012



Geri Prior
Chief Financial Officer

March 21, 2012

actuary's report

I have valued the policy liabilities in the consolidated statement of financial position of the Insurance Corporation of British Columbia as at December 31, 2011 and their changes in its consolidated statement of comprehensive income for the year then ended in accordance with accepted actuarial practice in Canada, including selection of appropriate assumptions and methods.

In my opinion, the amount of the policy liabilities makes appropriate provision for all policy obligations, and the consolidated financial statements fairly present the results of the valuation.



William T. Weiland
Fellow, Canadian Institute of Actuaries
Eckler Ltd.

Vancouver, British Columbia
March 21, 2012

independent auditor's report

**Minister of Finance and Deputy Premier
Minister Responsible for the Insurance Corporation of British Columbia
Province of British Columbia**

We have audited the accompanying consolidated financial statements of the Insurance Corporation of British Columbia and its subsidiaries, which comprise the consolidated statements of financial position as at December 31, 2011, December 31, 2010, and January 1, 2010, and the consolidated statements of comprehensive income, changes in equity, and cash flows for the years ended December 31, 2011 and December 31, 2010, and the related notes, which comprise a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with International Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audits to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained in our audits is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Insurance Corporation of British Columbia and its subsidiaries as at December 31, 2011, December 31, 2010, and January 1, 2010 and their financial performance and their cash flows for the years then ended December 31, 2011 and December 31, 2010 in accordance with International Financial Reporting Standards.

PricewaterhouseCoopers LLP

Chartered Accountants

Vancouver, British Columbia
March 21, 2012

Consolidated Statement of Financial Position

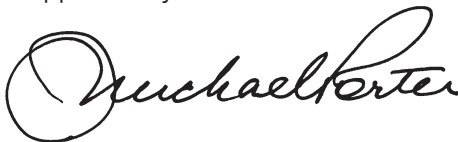
As at December 31, 2011

(\$ THOUSANDS)	December 31, 2011	December 31, 2010	January 1, 2010
Assets			
Cash and cash equivalents	\$ 23,844	\$ 20,977	\$ 23,102
Accrued interest	39,800	50,148	57,950
Financial investments (note 6)	10,969,366	11,130,693	10,834,454
Premiums and other receivables (note 8)	1,092,604	1,017,536	1,025,140
Reinsurance assets (note 8)	691	5,839	9,993
Investment properties (note 6)	483,028	426,258	313,354
Property and equipment (note 10)	134,260	100,925	86,463
Intangible assets (note 11)	55,076	21,321	5,645
Deferred premium acquisition costs and prepaids (note 17)	129,464	184,298	207,104
	<u>\$ 12,928,133</u>	<u>\$ 12,957,995</u>	<u>\$ 12,563,205</u>
Liabilities and Equity			
Liabilities			
Cheques outstanding	\$ 55,512	\$ 57,896	\$ 41,723
Accounts payable and accrued charges	228,807	221,904	240,353
Excess Optional capital payable to Province of BC (note 18)	101,386	275,712	–
Bond repurchase agreements and investment-related liabilities	986,530	954,878	908,431
Premiums and fees received in advance	60,406	57,876	55,888
Unearned premiums (note 13)	1,762,626	1,743,001	1,730,958
Accrued pension and post-retirement benefits (note 15)	313,673	264,634	193,272
Provision for unpaid claims (note 12)	6,492,719	6,183,007	5,964,342
	<u>10,001,659</u>	<u>9,758,908</u>	<u>9,134,967</u>
Equity			
Retained earnings	2,654,079	2,683,364	2,978,952
Other components of equity	272,395	515,723	449,286
	<u>2,926,474</u>	<u>3,199,087</u>	<u>3,428,238</u>
	<u>\$ 12,928,133</u>	<u>\$ 12,957,995</u>	<u>\$ 12,563,205</u>

Contingent liabilities and commitments (note 20)

The accompanying notes are an integral part of these financial statements.

Approved by the Board



T. Michael Porter
Vice-Chair of the Board of Directors



William Davidson
Director

Consolidated Statement of Comprehensive Income

For the year ended December 31, 2011

(\$ THOUSANDS)	2011	2010
Premiums written		
Premium revenue – vehicle	\$ 3,676,747	\$ 3,669,308
Premiums ceded to reinsurers – vehicle	(9,005)	(11,638)
Net premium revenue – vehicle	3,667,742	3,657,670
Premium revenue – driver	25,094	21,697
	<u>3,692,836</u>	<u>3,679,367</u>
Revenues		
Premiums earned		
Premium revenue – vehicle	3,658,261	3,659,633
Premiums ceded to reinsurers – vehicle	(9,005)	(11,638)
Net premium revenue – vehicle	3,649,256	3,647,995
Premium revenue – driver	23,954	19,329
	<u>3,673,210</u>	<u>3,667,324</u>
Service fees	50,352	54,628
Total earned revenues	<u>3,723,562</u>	<u>3,721,952</u>
Claims and operating costs		
Provision for claims occurring in the current year (note 12)	2,880,130	2,754,077
Change in estimates for losses occurring in prior years (note 12)	(14,392)	(2,039)
Net claims incurred (note 12)	2,865,738	2,752,038
Claims services (note 16)	262,247	269,227
Road safety and loss management services (note 16)	58,578	60,226
	<u>3,186,563</u>	<u>3,081,491</u>
Operating costs – insurance (note 16)	208,285	211,245
Premium taxes and commissions – insurance (note 16 & 17)	517,361	477,195
	<u>3,912,209</u>	<u>3,769,931</u>
Underwriting loss	(188,647)	(47,979)
Investment income (note 9)	441,480	530,319
Income – insurance operations	<u>252,833</u>	<u>482,340</u>
Non-insurance operations		
Provincial licences and fines (note 18)	550,383	531,253
Licences and fines transferable to the Province of BC (note 18)	550,383	531,253
Operating costs – non-insurance (note 16)	86,400	84,318
Commissions – non-insurance (note 16 & 17)	26,292	25,821
	<u>663,075</u>	<u>641,392</u>
Loss – non-insurance operations	<u>(112,692)</u>	<u>(110,139)</u>
Net income	<u>\$ 140,141</u>	<u>\$ 372,201</u>
Other comprehensive income		
Net change in available for sale financial assets	\$ (243,328)	\$ 66,437
Pension and post-retirement benefits actuarial loss	(68,040)	(92,077)
	<u>(311,368)</u>	<u>(25,640)</u>
Total comprehensive income	<u>\$ (171,227)</u>	<u>\$ 346,561</u>

Consolidated Statement of Changes in Equity

For the year ended December 31, 2011

(\$ THOUSANDS)	2011		
	Retained Earnings	Other Components of Equity	Total Equity
Balance, beginning of year	\$ 2,683,364	\$ 515,723	\$ 3,199,087
Comprehensive income			
Net income	140,141	–	140,141
Other comprehensive income			
Net gains reclassified to investment income	–	(148,055)	(148,055)
Net losses arising on available for sale financial assets in the year	–	(95,273)	(95,273)
Pension and post-retirement benefits actuarial loss	(68,040)	–	(68,040)
Total other comprehensive income	(68,040)	(243,328)	(311,368)
Total comprehensive income	72,101	(243,328)	(171,227)
Excess Optional capital transfer to Province of BC (note 18)	(101,386)	–	(101,386)
Balance, end of year	\$ 2,654,079	\$ 272,395	\$ 2,926,474

(\$ THOUSANDS)	2010		
	Retained Earnings	Other Components of Equity	Total Equity
Balance, beginning of year	\$ 2,978,952	\$ 449,286	\$ 3,428,238
Comprehensive income			
Net income	372,201	–	372,201
Other comprehensive income			
Net gains reclassified to investment income	–	(199,505)	(199,505)
Net gains arising on available for sale financial assets in the year	–	265,942	265,942
Pension and post-retirement benefits actuarial loss	(92,077)	–	(92,077)
Total other comprehensive income	(92,077)	66,437	(25,640)
Total comprehensive income	280,124	66,437	346,561
Excess Optional capital transfer to Province of BC (note 18)	(575,712)	–	(575,712)
Balance, end of year	\$ 2,683,364	\$ 515,723	\$ 3,199,087

The accompanying notes are an integral part of these financial statements.

Consolidated Statement of Cash Flows

For the year ended December 31, 2011

(\$ THOUSANDS)	2011	2010
Cash flow from operating activities		
Cash received for:		
Vehicle premiums and others	\$ 4,006,603	\$ 4,025,717
Licence fees	514,409	502,580
Taxes on vehicle sales and rebates	186,879	128,982
	<hr/>	<hr/>
	4,707,891	4,657,279
Collection for receivables, subrogation, and driver penalty point premiums	170,089	152,641
Reinsurance recoveries	731	4,528
Salvage sales	64,106	51,984
Interest	295,031	317,782
Dividends and other investment income	33,831	34,777
Other	29	273
	<hr/>	<hr/>
	5,271,708	5,219,264
Cash paid to:		
Claimants or third parties on behalf of claimants	(2,698,137)	(2,669,626)
Federal Government and the Province of BC for licence fees, fines, and taxes collected	(674,765)	(637,508)
Reinsurers for reinsurance premiums	(9,114)	(11,589)
Suppliers of goods and services	(223,192)	(203,793)
Employees for salaries and benefits	(466,198)	(464,594)
Agents for commissions	(325,026)	(311,009)
Policyholders for premium refunds	(315,916)	(321,731)
Province of BC for premium taxes	(165,114)	(163,722)
	<hr/>	<hr/>
	(4,877,462)	(4,783,572)
Cash flow from operating activities	<hr/>	<hr/>
	394,246	435,692
Cash flow used in investing activities		
Purchase of financial investments and investment properties	(8,371,556)	(7,380,203)
Proceeds from sales of financial investments and investment properties	8,328,872	7,253,020
Net securities sold under repurchase agreements	15,363	17,773
Purchase of property, equipment and intangibles	(86,833)	(44,607)
Proceeds from sales of property, equipment and intangibles	871	27
	<hr/>	<hr/>
Cash flow used in investing activities	(113,283)	(153,990)
Cash flow used in financing activities		
Excess Optional capital transferred to Province of BC (note 18)	(275,712)	(300,000)
Cash flow used in financing activities	<hr/>	<hr/>
	(275,712)	(300,000)
Increase (decrease) in cash and cash equivalents during the year		
	5,251	(18,298)
Cash and cash equivalents, beginning of year	<hr/>	<hr/>
	(36,919)	(18,621)
Cash and cash equivalents, end of year	<hr/>	<hr/>
	\$ (31,668)	\$ (36,919)
Represented by:		
Cash (note 7)	\$ 23,844	\$ 20,977
Cheques outstanding	(55,512)	(57,896)
	<hr/>	<hr/>
Cash and cash equivalents, net	\$ (31,668)	\$ (36,919)

The accompanying notes are an integral part of these financial statements.

Notes to Consolidated Financial Statements

For the year ended December 31, 2011

1. Corporate Information

The Insurance Corporation of British Columbia (the Corporation or ICBC) is a Crown corporation, not subject to income taxes under the *Income Tax Act (Canada)*, incorporated in 1973 and continued under the *Insurance Corporation Act, R.S.B.C. 1996 Chapter 228*. The head office of the Corporation is 151 West Esplanade, North Vancouver, British Columbia. The Corporation operates and administers plans of universal compulsory automobile insurance and optional automobile insurance as set out under the *Insurance (Vehicle) Act*, and is also responsible for non-insurance services under the *Insurance Corporation Act* and the *Motor Vehicle Act*. Non-insurance services include driver licensing, vehicle registration and licensing, violation ticket administration and government fines collection. As a result of amendments to the *Insurance Corporation Act* in 2003, the Corporation is subject to regulation by the British Columbia Utilities Commission (BCUC) with respect to universal compulsory automobile insurance rates and services (note 21).

Universal compulsory automobile insurance (Basic) includes the following coverages: \$200,000 third party liability protection (higher for some commercial vehicles), access to accident benefits including a maximum of \$150,000 for medical and rehabilitation expenses and up to \$300 per week for wage loss, \$1,000,000 underinsured motorist protection, and also protection against uninsured and unidentified motorists within and outside the Province of BC. The Corporation also offers insurance in a competitive environment (Optional), which includes, but is not limited to, the following coverages: extended third party liability, comprehensive, collision, and loss of use. The Corporation's Basic and Optional insurance products are distributed by approximately 900 independent brokers located throughout the Province of BC. The Corporation has the power and capacity to act as an insurer and reinsurer in all classes of insurance; however, the Corporation currently only acts as a primary automobile insurer.

These consolidated financial statements have been authorized for issue by the Board of Directors on March 1, 2012.

2. Summary of Significant Accounting Policies

The significant accounting policies applied in preparation of these consolidated financial statements are set out below. They have been prepared under the historical cost convention, as modified by the revaluation of financial assets at fair value. These policies have been consistently applied to all years presented, unless otherwise stated.

a) Basis of reporting

The consolidated financial statements of the Corporation have been prepared in accordance with the International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB) and required by the *Budget Transparency and Accountability Act*. The consolidated financial statements include the accounts of the Corporation and its wholly-owned subsidiary companies. The Corporation's reporting currency and functional currency of all of its operations is the Canadian dollar, unless otherwise stated. The Corporation reports revenues and expenses attributable to Basic insurance separately from the other operations of the Corporation (note 21). The Corporation also provides a number of non-insurance services on behalf of the Province of BC, which includes driver licensing, vehicle registration and licensing, violation ticket administration and government fines collection. The costs associated with these non-insurance activities are borne by the Corporation. The amounts collected and remitted as well as the related costs are accounted for and disclosed separately in the consolidated statement of comprehensive income for greater transparency.

The preparation of consolidated financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the Corporation's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the consolidated financial statements are disclosed in note 3.

The Corporation's financial statements were prepared in compliance with Canadian Generally Accepted Accounting Principles (GAAP) Part V Pre-changeover Accounting Standards prior to 2011. In areas where Part V GAAP differs from IFRS, management has amended certain accounting and valuation methods to comply with IFRS. The comparative figures in respect of prior years are amended to reflect these adjustments. The effect of transition from Part V GAAP to IFRS is disclosed in note 4.

b) Basis of consolidation

The Corporation consolidates the financial statements of all subsidiary companies over which it has control. Control is achieved where the Corporation has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities. Subsidiaries are fully consolidated from the date on which control is transferred to the Corporation. Each of the Corporation's investment properties are held individually in fully owned nominee holding companies. The Corporation does not have any other active operating subsidiary companies. All significant inter-company transactions and balances are eliminated.

c) Service fees

Service fees on the Corporation's Payment Plan are recognized monthly over the term of the policy. For six or twelve month term Autoplan policies, the Corporation's Payment Plan enables customers to make monthly or quarterly payments. The related interest bearing receivables are carried at amortized cost as determined using the effective interest rate.

d) Insurance contracts

The Corporation issues insurance contracts that transfer insurance risk which results in the possibility of having to pay benefits on the occurrence of an insured event. The Corporation accounts for insurance contracts as follows:

Premiums earned

The Corporation recognizes vehicle premiums on a straight-line basis over the term of each vehicle policy written. The driver premiums are earned over the driver's penalty point year. Unearned premiums are the portion of premiums relating to the unexpired term, net of any premium refunds.

Deferred premium acquisition costs

To the extent premium acquisition costs such as commissions and premium taxes are recoverable from unearned premiums, they are deferred and amortized to income over the term of the related policies. An actuarial evaluation is performed to determine the amount allowable for deferral. The method followed in determining the deferred costs limits the amount of the deferral to the amount recoverable from unearned premiums derived from each of the Basic and Optional coverages, after giving consideration to the investment income, claims costs, and adjustment expenses expected to be incurred as the premiums are earned. A premium deficiency exists when future claims and related expenses are expected to exceed unearned premiums. Premium deficiencies are recognized first by writing down the deferred premium acquisition costs with any remaining premium deficiency recognized as a liability. The Corporation presents deferred premium acquisition costs and any premium deficiency reserves on a net corporate basis in the consolidated statement of financial position.

Provision for unpaid claims

The provision for unpaid claims represents the estimated amounts required to settle all unpaid claims. It includes amounts for claims that are incurred but not reported (IBNR) plus development on known case reserves and loss adjustment expenses, and is gross of the recovery from reinsurance. Claims liabilities are established according to accepted actuarial practice in Canada. They are carried on a discounted basis and therefore reflect the time value of money, and include a provision for adverse deviations (PFAD).

To recognize the uncertainty in establishing best estimates, as set out in the Standards of Practice of the Canadian Institute of Actuaries, the Corporation includes a PFAD, consisting of three elements: an interest rate margin, a reinsurance margin and a claims development margin. An interest rate margin reflects uncertainty in the investment portfolio yield and the investment climate in general and is a reduction from the expected investment rate of return per annum. A reinsurance margin reflects uncertainty in recoverable amounts from reinsurers and is a reduction in the expected amount of reinsurance recoverable. A claims development margin reflects uncertainty relating to the longer term outcome of the Corporation's claims practices, the underlying data and the nature of the lines of business written. The claims development margin is a percentage of the unpaid claims gross of reinsurance, excluding the PFAD and is larger for injury lines as a longer period of time elapses before the claims settle and close.

As with any insurance company, the provision for unpaid claims is an estimate subject to volatility, which could be material in the near term. The estimation of claims development involves assessing the future behaviour of claims, taking into consideration the consistency of the Corporation's claims handling procedures, the amount of information available, and historical delays in reporting claims. In general, the longer the term required for the settlement of a group of claims, the more variable the estimates will be. Variability can be caused by receipt of additional information, significant changes in the average cost or frequency of claims over time, the timing of claims payments, and future rates of investment return.

The ultimate cost of long settlement term claims is particularly challenging to predict for several reasons, which include some claims not being reported until many years after a policy term, or changes in the legal environment, case law or legislative amendments. The Corporation is subject to litigation arising in the normal course of conducting its insurance business, which is taken into account in establishing the provision for unpaid claims and other liabilities. Provisions for such difficult to estimate liabilities are established by examining the facts of tendered claims and are adjusted in the aggregate for ultimate loss expectations based upon historical experience patterns, current socio-economic trends and structured settlements provided in the form of consistent periodic payments as opposed to lump sum payments.

The Corporation also assesses the adequacy of the insurance liabilities in relation to estimated future cash flows at the end of each reporting period. All changes to the estimate are recorded in the current period as a Change in Estimates for Losses Occurring in Prior Years. Methods of estimation have been used which the Corporation believes produce reasonable results given current information.

Reinsurance

Reinsurance balances are presented on the consolidated statement of financial position on a gross basis to indicate the extent of credit risk related to reinsurance and its obligations to policyholders, and on the consolidated statement of comprehensive income on a gross basis to indicate the results of its retention of premiums written.

The amount of reinsurance recoverable from reinsurers is recorded as an asset on the consolidated statement of financial position. A PFAD is included in the discounted amount recoverable from reinsurers. The PFAD is applied on a consistent basis with the underlying provision for unpaid claims and includes a reinsurance recovery portion that reflects considerations relating to potential collectability issues with reinsurers.

e) Cash and cash equivalents

Cash and cash equivalents are short-term, highly liquid investments that are subject to insignificant changes in fair value, including cash on hand, deposits with financial institutions that can be withdrawn without prior notice or penalty and money market securities with a term less than 90 days from the date of acquisition.

f) Investments

The Corporation designates its financial instruments as fair value through profit or loss (FVTPL), available for sale (AFS) or loans and receivables (loans) depending upon the purpose for which the financial assets were acquired. Monetary assets are assets that are to be received in a fixed or determinable number of units of currency. Monetary financial assets include bonds and non-monetary financial assets include equities. The Corporation's financial assets are accounted for based on their classification as follows:

Fair Value Through Profit or Loss

The Corporation's cash and cash equivalents (note 2e) are accounted for as FVTPL. A financial asset is classified in this category if it is acquired principally for the purpose of selling in the short-term.

FVTPL financial assets are recorded at fair value on initial recognition and for subsequent measurement. Transaction costs and changes in the fair value are recognized in investment income.

Available for Sale

Non-derivative financial assets that are not classified as loans or FVTPL are accounted for as AFS. The Corporation has designated its money market securities with a term greater than 90 days from the date of acquisition, and its bond and equity portfolios as AFS.

AFS financial assets are recorded at fair value on initial recognition and for subsequent measurement. Transaction costs are included in the initial carrying amount of the assets.

Changes in the fair value of an AFS non-monetary financial asset are recorded in other comprehensive income (OCI), until the financial asset is disposed of or becomes impaired, at which time the gain or loss will be recognized in investment income. Changes in the fair value due to foreign exchange on a non-monetary AFS financial asset are recorded in OCI; changes in fair value due to foreign exchange on a monetary AFS financial asset are recorded in investment income. Interest calculated using the effective interest method is accrued daily and recognized in investment income. Dividends are recognized in investment income when the right to receive payments is established, on the ex-dividend date.

Loans and Receivables

Loans are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. The Corporation has designated its mortgage portfolio and premiums and other receivables as loans.

Loans are recorded at fair value on initial recognition and subsequently measured at amortized cost. Transaction costs are included in the initial carrying amount of the assets.

Mortgages not traded in an active market are subsequently carried at amortized cost using the effective interest rate method. Impairment losses on mortgages are recognized in investment income.

Financial assets are derecognized when the rights to receive cash flows have expired or have been transferred along with substantially all the risks and rewards of ownership.

g) Translation of foreign currencies

Foreign currency transactions are translated at exchange rates at the date of the sale or purchase. Foreign currency assets and liabilities considered as monetary items are translated at exchange rates in effect at the year-end date. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in investment income.

Translation differences on non-monetary AFS financial assets, such as equity securities, are recognized as part of the change in fair value in OCI until the security is disposed of or an impairment is recorded.

h) Fair value of financial assets

In accordance with IFRS 7 *Financial Instruments: Disclosures*, the Corporation defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Fair value measurement is classified as Level 1, 2, or 3 based on the degree to which fair value is observable:

- Level 1 inputs to the valuation methodology are quoted prices (unadjusted) in active markets for identical assets or liabilities.
- Level 2 inputs to the valuation methodology include inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3 inputs to the valuation methodology are not based on observable market data.

Where an active market does not exist, and quoted bid prices are unavailable, fair values are determined using valuation techniques that refer to observable market data. Where observable market data is unavailable, the estimated fair value is determined using valuation techniques.

The estimated fair value of money market securities greater than 90 days, which are not considered cash and cash equivalents, is cost. The estimated fair value for bonds and equities is based on quoted bid prices or on other observable market information, where available. The estimated fair value for mortgages is based upon the net present value of the payment stream using mortgage rates currently available.

These valuations are reviewed each reporting date by management.

i) Investment properties

Properties held for rental income or capital appreciation that are not occupied by the Corporation are classified as investment properties.

The estimated fair value of ICBC's investment properties is based on independent appraisals by professionally qualified external valuers made during the year, and when not available, on discounted cash flows using current market capitalization rates.

The Corporation has certain properties that serve dual purposes, investment and own-use portions. If the investment and own-use portions can be sold separately or leased out separately under a finance lease, the portions are accounted for separately. If the portions cannot be sold or leased separately, the property is investment property only if an insignificant portion is held for own-use in the supply of services or for administrative purposes. Where the portion held for own-use is significant then it would be treated as property and equipment.

Investment properties comprise land and buildings and are initially recognized at the fair value of the purchase consideration plus directly attributable costs. Subsequent to initial recognition, the investment properties are carried at cost less accumulated depreciation for the building portion and impairment, if any.

Depreciation is provided on a straight-line basis at 2.5% to 5.0% annually over the investment properties' useful life.

j) Bond repurchase agreements

The Corporation participates in the sale and repurchase of Government of Canada and Provincial bonds which are sold and simultaneously agreed to be repurchased at a future date with the market repurchase rate determining the forward contract price. These sale and repurchase arrangements are accounted for as financial liabilities and are initially and subsequently measured at fair value. The difference between the sale price and the agreed repurchase price on a repurchase contract is recognized as interest expense. Assets transferred under repurchase agreements are not derecognized as substantially all the risks and rewards of ownership are retained by the Corporation and a liability equal to the consideration received has been recorded.

k) Investment-related liabilities

Investment-related liabilities include mortgage debt associated with investment properties (note 2i) and are initially recognized at fair value and subsequently measured at amortized cost.

l) Accounts payable and accrued charges

Accounts payable and accrued charges are obligations to pay for goods and services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if payment is due within one year and non-current if payment is due after one year. Accounts payable and accruals are recognized initially at fair value and subsequently measured at cost.

m) Pension and post-retirement benefits

The amounts recognized in net income in respect of defined benefit pension plans and post-retirement health benefits are as follows:

- The Corporation's portion of the current service cost;
- Interest cost;
- Expected return on plan assets;
- Past service cost; and
- Impact of any curtailment or settlements during the period

The current service cost is equal to the present value of benefits earned by members during the period.

The interest cost is calculated using the discount rate at the beginning of the period and the defined benefit obligations.

The expected return on plan assets is calculated using the expected long-term rate of return on plan assets and the fair value of the assets.

Past service costs arise from plan amendments. Past service cost for vested plan benefits are recognized immediately in net income. Past service costs for non-vested plan benefits are recognized in net income on a straight-line basis over the remaining period of service until such benefits vest.

The change in the defined benefit obligations and the changes in the fair value of plan assets that result from a curtailment or settlement of plan liabilities during the period are recognized in net income.

A plan's surplus is equal to the excess, if any, of the plan's assets over its obligation. For plans in surplus, an asset is recognized on the consolidated statement of financial position to the extent that the Corporation can realize an economic benefit, in the form of a refund or a reduction in future contributions, at some point during the life of the plan or when the plan liabilities are settled. For plans in deficit, the resulting net liability is recognized on the consolidated statement of financial position.

The value recognized on the consolidated statement of financial position for each defined benefit pension plan and for post-retirement benefits is calculated at the end of the reporting period as follows:

- The defined benefit obligation of the plan;
- Less any past service costs not yet recognized;
- Less the fair value of the plan assets out of which the obligations are to be settled directly; and
- Less the impact of any surplus derecognized

The Corporation recognizes all actuarial gains and losses in OCI in the year in which they arise, through the consolidated statement of comprehensive income.

Certain current and former employees of the Corporation who were formerly employed in the Motor Vehicle Branch are members of a separate plan, the BC Public Service Pension Plan. This is a multi-employer plan for which the Corporation

applies defined contribution accounting. Since the BC Public Service Pension Plan pools risks amongst the current and former members of many employers, there is no consistent or reliable basis for allocating the Corporation's portion of the obligation, assets and costs. As a result, the Corporation expenses the contributions made. Contributions are subject to change in the future depending on the funded status of the plan.

n) Property and equipment

Property and equipment are initially recorded at fair value and subsequently measured at cost less accumulated depreciation and impairment losses. Cost includes expenditures that are directly attributable to the acquisition or construction of the items including retirement costs. Subsequent costs such as betterments are included in the asset only when it is probable that future economic benefits associated with the item will flow to the Corporation. All other subsequent expenditures are recognized as repairs and maintenance. Capitalized software that is an integral part of the equipment is accounted for as equipment.

Property and equipment is depreciated when it is available for use on a straight-line basis over the estimated useful life of each asset, taking into account the residual value, at the following annual rates:

- Buildings 5% to 10%
- Furniture and equipment 10% to 33%
- Leasehold improvements Term of the lease

The assets' residual values and useful lives are reviewed annually and adjusted if appropriate, at each reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and recorded in net income.

o) Intangible assets

Capitalized software that is not an integral part of the equipment is accounted for as an intangible asset. Software development costs, which are comprised of labour and material costs for design, construction, testing, and other costs directly attributable to bringing the asset to a condition where it can be applied in its intended use, are capitalized for major infrastructure projects expected to be of continuing benefit to the Corporation, or expensed where the potential future benefits are uncertain or not quantifiable.

Finite life intangible assets are initially recorded at fair value and subsequently carried at cost less accumulated amortization and impairment losses. Intangible assets with finite useful lives are amortized over their estimated useful lives when they are available for use on a straight-line basis at 10% – 33%, taking into account the residual value.

p) Impairment of assets

Impairment of financial assets

Financial assets not carried at FVTPL are assessed at each reporting date to determine if there is objective evidence of impairment such as deterioration in the financial health of the investee, industry and sector performance, changes in technology, financing and operational cash flows, and significance of fair value declines. In addition, for equity investments a prolonged decline is also considered objective evidence of impairment. Where objective evidence of impairment exists and where material, an impairment loss will be recognized as follows:

- i. For AFS financial assets, the related unrealized loss charged to OCI is reclassified to investment income.
- ii. For loans and receivables, the related difference between the amortized cost carrying amount and the fair value, calculated as the present value of the estimated future cash flows, directly from the loan or the sale of collateral, discounted at the asset's original effective interest rate, is recognized in investment income.

If the fair value of a previously impaired monetary AFS financial asset or a financial asset measured at amortized cost increases and the increase can be objectively related to an event occurring after the impairment loss was recognized, the impairment loss is reversed in investment income. Impairment losses on non-monetary AFS financial assets such as equity securities are not reversed.

Impairment of non-financial assets

The Corporation's non-financial assets consist primarily of investment properties, property and equipment and intangible assets. An impairment review is carried out at the end of each reporting period to determine if there are any indicators of impairment. When indicators of impairment exist, the Corporation assesses the asset for impairment. Investment properties are assessed for impairment as separate and identifiable cash generating units, distinct from the other operations of the Corporation. All other assets are assessed as a group as their cash flows are generated from the operations of the Corporation. If an asset is impaired, the Corporation's carrying amount is written down to

its estimated recoverable amount when material. Recoverable amount is the higher of fair value less costs to sell and value in use. Non-financial assets that suffered an impairment are reviewed for possible reversal of the impairment at each reporting date. If there is a change in estimate of the recoverable amount, an impairment loss is reversed to net income only to the extent that the asset's carrying value does not exceed the carrying value that would have been determined, net of depreciation, if no impairment loss had been recognized.

3. Critical Accounting Estimates and Judgments

The Corporation makes estimates and judgments that affect the reported amounts of assets and liabilities. These are continually evaluated and based on historical experience and other facts, including expectations of future events that are believed to be reasonable under the circumstances. Management believes its estimates and judgments to be appropriate; however, actual results may be materially different and would be reflected in future periods.

Significant accounting estimates and judgments include:

a) Actuarial methods and assumptions

The Corporation typically employs three standard actuarial methods to analyze the ultimate claims costs:

- The incurred development method;
- The paid development method; and
- The Bornhuetter-Ferguson method

These methods call for a review of historical loss and count development patterns. As part of this review, the Corporation calculates loss and count development factors, which represent the year-to-year changes in a given accident year's incurred loss amount. Based on an examination of the loss development factors, the Corporation's actuaries select their best estimate of development factors that forecast future loss development.

The loss and count development factors rely on a selected baseline. The baseline for the majority of the coverages is the average of the most recent four accident years. The use of a baseline helps maintain consistency in the loss and count development factors from one reserve review to another. Adjustments to the baseline selection are made when circumstances warrant a departure. Circumstances may include a change in the claims settlement environment, a change in the handling or reserving of claims, or an emerging trend in the statistical data used in the analysis.

The timing of when the unpaid ultimate claims costs will be paid depends on both the line of business and historical data. Bodily injury lines of business generally take longer to settle than the material damage claims and exhibit greater variability as to the timing and amount ultimately paid to settle the claim. Historical patterns of claims payment data are used to estimate the future claims payment pattern. Expected future paid amounts are then discounted, using the discounted cash flow method, to a present value as of the reporting date. The discount rate is based on the Corporation's current portfolio yields for fixed income investments and investment properties and a long-term yield assumption for equity investments. These estimates are based on current market returns as well as expectations about future economic and financial developments.

A PFAD is then added to the estimate to recognize sources of uncertainty in the assumptions behind the provision for unpaid claims. The PFAD is calculated according to accepted actuarial practice in Canada.

b) Impairment of financial assets

Judgment is required to determine if there is objective evidence of impairment for financial assets. The Corporation evaluates, among other factors, the financial health of the investee, industry and sector performance, changes in technology, financing and operational cash flows, and the significance of fair value declines. In addition, for equity investments a prolonged decline is also considered objective evidence of impairment.

c) Accrued pension and post-retirement benefits

The cost of pension and post-retirement benefits earned by employees is actuarially determined using the projected benefit method pro-rated on services and management's best estimate of expected plan investment performance, compensation levels and healthcare costs.

The key assumptions used in calculating the cost of pension and post-retirement benefits are the discount rate, expected long-term rate of return on plan assets, rate of compensation increase, inflation rate, Medical Service Plan trends and extended healthcare cost trends. Together with plan member data, these and other assumptions are used to estimate future benefit eligibility, amount and duration of payments. The rate determined for each of the key assumptions is disclosed in note 15.

The discount rate is used to calculate the present value of the expected future benefit payments. The discount rate is based on high grade corporate bond yields at the measurement date.

The expected long-term rate of return on plan assets is determined by calculating the weighted average return of the plan's portfolio based on the expected return and the policy portfolio weighting for each respective asset class.

The rate of compensation increase reflects individual job progression, general price level increases, productivity, seniority, promotion and other factors.

The inflation rate assumption is based on an assessment of the Bank of Canada target inflation range and the inflation expectations implied by the Government of Canada nominal and real return long-term bond yields.

The Medical Services Plan trend rate is based on expected increases reflected in the provincial budget.

The extended healthcare costs trend rate is based on an analysis of plan experience, assumptions about the trend in total healthcare costs, and the proportion that will be covered by private plans.

With the exception of the discount rate, which is based on market conditions at the financial statement date, all other assumptions are management's best estimate.

4. Transition to International Financial Reporting Standards

These are the Corporation's first consolidated financial statements prepared in accordance with IFRS. The accounting policies set out in note 2 have been applied in preparing the consolidated financial statements for the year ended December 31, 2011, the comparative information for the year ended December 31, 2010, and the opening IFRS consolidated statement of financial position at January 1, 2010, the Corporation's date of transition.

The Canadian GAAP equity balance as at the January 1, 2010 transition date has been reconciled to IFRS as follows:

(\$ THOUSANDS)	Reference	Retained Earnings	Other Components of Equity	Total
Canadian GAAP balance, January 1, 2010		\$ 3,214,655	\$ 402,160	\$ 3,616,815
Accrued pension and post-retirement benefits	a & g	(188,577)	-	(188,577)
Unrealized foreign exchange loss	h (i)	(46,968)	46,968	-
Changes in fair value through profit or loss assets	f	(158)	158	-
Effect of transition upon adoption to IFRS		(235,703)	47,126	(188,577)
IFRS balance, January 1, 2010		\$ 2,978,952	\$ 449,286	\$ 3,428,238

The Canadian GAAP net income and comprehensive income for the twelve months ended December 31, 2010 have been reconciled to IFRS as follows:

(\$ THOUSANDS)	Reference	Net Income	Other Comprehensive Income	Total Comprehensive Income
Canadian GAAP 2010 total comprehensive income		\$ 361,493	\$ 90,705	\$ 452,198
Pension and post-retirement benefits expense adjustments	g	(13,560)	-	(13,560)
Unrealized foreign exchange gain	h (i)	7,290	(7,290)	-
Reversal of foreign exchange impairment on monetary available for sale financial assets	h (i)	16,871	(16,871)	-
Changes in fair value through profit or loss assets	f	107	(107)	-
Pension and post-retirement benefits actuarial loss	g	-	(92,077)	(92,077)
Effect of transition during 2010 to IFRS		10,708	(116,345)	(105,637)
IFRS 2010 total comprehensive income		\$ 372,201	\$ (25,640)	\$ 346,561

The Canadian GAAP equity balance as at December 31, 2010 has been reconciled to IFRS as follows:

(\$ THOUSANDS)	Retained Earnings	Other Components of Equity	Total
Canadian GAAP balance, December 31, 2010	\$ 3,000,436	\$ 492,865	\$ 3,493,301
Effect of transition			
Upon adoption to IFRS	(235,703)	47,126	(188,577)
During 2010			
Net income	10,708	–	10,708
Other comprehensive income	(92,077)	(24,268)	(116,345)
IFRS balance, December 31, 2010	\$ 2,683,364	\$ 515,723	\$ 3,199,087

The guidance for the first time adoption of IFRS is set out in IFRS 1 *First Time Adoption of International Financial Reporting Standards* (IFRS 1). IFRS 1 permits certain mandatory exceptions and optional exemptions for first time adopters of IFRS from retrospective application. The Corporation is in compliance with all the mandatory exceptions and has elected to take the following optional exemptions:

- a) To recognize for all employee benefit plans, the net cumulative unamortized actuarial loss of \$99.8 million and the unamortized transitional asset of \$38.9 million at the date of transition, directly into retained earnings;
- b) To provide three years of disclosure for the present value of the defined benefit obligation, the fair value of the plan assets, the surplus (deficit) in the plan and the experience adjustments upon adoption of IFRS, building to the required five years;
- c) To provide at least five years of claims development data upon adoption of IFRS, building to the required ten years;
- d) To determine whether an arrangement existing at the date of transition to IFRS contains or is a lease on the basis of facts and circumstances existing at that date;
- e) To measure a subsidiary's assets and liabilities at the same carrying amounts shown in the subsidiary's financial statements, adjusted for consolidation; and
- f) To redesignate cash and cash equivalents as FVTPL with fair value changes flowing through investment income.

While adoption of IFRS has not changed the Corporation's actual cash flows, it has resulted in changes to the Corporation's reported financial position and results of operations. In order to allow the users of the financial statements to better understand these changes, the Corporation's Canadian GAAP equity at January 1, 2010 and December 31, 2010, and total comprehensive income for the year ended December 31, 2010, have been reconciled to IFRS with the resulting differences explained below.

g) Employee Benefits

The combination of only recognizing 50% of the COPE Plan's financial impact, and the Corporation's determination that it cannot realize any future economic benefit with respect to the COPE Plan surplus has resulted in the total surplus of \$127.7 million being written off as at January 1, 2010. This resulted in the elimination of the accrued pension benefit asset at January 1, 2010.

Under Canadian GAAP, the Corporation recognized 100% of the COPE Plan's financial impact, and the Corporation's portion of the current service cost used in calculating the pension expense was equal to the total current service cost reduced by employee contributions. Upon adoption of IFRS, the Corporation has reflected the COPE Plan's employer/employee risk and cost sharing provisions by recognizing 50% of its financial impact. As a result, the Corporation's portion of the current service cost is equal to 50% of the total current service cost, which is not reduced by employee contributions. Under IFRS, all other components of the COPE Plan's pension expense, including the interest cost and expected return on assets are also adjusted by 50%. The resulting 2010 IFRS pension expense is larger than the amount disclosed under Canadian GAAP (note 15).

Under Canadian GAAP, the Corporation utilized the corridor approach to recognize actuarial gains and losses in income. The corridor method for the treatment of actuarial gains or losses requires that net actuarial gains or losses in excess of the greater of 10% of either the fair value of the plan assets or the accrued benefit obligation are amortized. Under IFRS, the Corporation has elected to recognize all actuarial gains and losses in OCI. For the year ended December 31, 2010, an actuarial loss of \$92.1 million was recognized in OCI.

h) Investments

- i. Under Canadian GAAP, the Corporation recognized all unrealized foreign exchange gains and losses on AFS financial assets in OCI. Upon adoption of IFRS, unrealized foreign exchange losses on monetary AFS financial assets of \$47.0 million at January 1, 2010 were recognized directly in retained earnings and unrealized foreign exchange gains experienced during 2010 of \$7.3 million were recognized in investment income.

Under Canadian GAAP, impairment was based on whether there was an other than temporary decline in value, which is no longer an IFRS requirement. There were no significant differences as a result of this change. Under Canadian GAAP, the Corporation recognized an impairment on its US bond portfolio primarily due to unrealized foreign exchange losses and recorded these losses in investment income. Under IFRS, this impairment of \$16.9 million was reversed as these unrealized foreign exchange losses on monetary AFS financial assets were recognized in retained earnings at January 1, 2010 upon transition as described above.

- ii. Under Canadian GAAP, the Corporation consolidated a pooled equity fund as a variable interest entity (VIE). While IFRS does not include the concept of a VIE, it does require the Corporation to consolidate an entity where there is control, significant influence or where an entity is considered a Special Purpose Entity (SPE). The Corporation has determined that consolidation for this pooled equity fund is not required under IFRS as there is no control, no significant influence nor is it an SPE. When determining if consolidation is required, IFRS focuses on the control of the entity as opposed to Canadian GAAP which focuses on access to the majority of the rewards of ownership. As a result, the Corporation has accounted for the pooled equity fund as an AFS financial asset. The related incremental assets and liabilities previously consolidated under Canadian GAAP have been reduced.

i) Presentation

The comparative financial statements as at December 31, 2010 and January 1, 2010 have been reclassified from amounts previously reported under Canadian GAAP to conform with IFRS as follows:

- i. Certain line items on the consolidated statement of financial position have been reclassified based on a liquidity presentation. Certain income, expense, and cash flow items that were previously netted are now reported separately on a gross basis in the consolidated statements of comprehensive income and cash flows.
- ii. The Corporation now classifies intangible assets separately from property and equipment.

5. New Accounting Pronouncements

a) Standards and interpretations effective in 2011

The Corporation has adopted the standards and interpretations that are relevant to the operations of the Corporation and effective on December 31, 2011.

b) Standards and interpretations issued but not yet effective and not early adopted

The standards and interpretations issued that are relevant to the operations of the Corporation, but not yet effective include:

- IAS 1 (Amendment) *Presentation of financial statements*. Effective for annual periods beginning on or after July 1, 2012, the amendment requires entities to separate items presented in OCI into two groups, based on whether or not they may be recycled to net income in the future. Items that will not be recycled are presented separately from items that may be recycled in the future. The statement of comprehensive income is renamed to 'statement of net income and other comprehensive income', however, other titles are permitted.
- IFRS 7 (Amendment) *Financial instruments: Disclosures*. Effective January 1, 2013, the amended disclosures focus on quantitative information about recognized financial instruments that are offset in the statement of financial position,

as well as those recognized financial instruments that are subject to master netting, where the legal right of offset is only enforceable on the occurrence of some future event, or similar arrangements irrespective of whether they offset. An entity that undertakes a number of financial instrument transactions with a single counterparty may enter into a master netting arrangement with that counterparty. Such an agreement provides for a single net settlement of all financial instruments covered by the agreement in the event of default on, or termination of, any one contract.

In addition, effective January 1, 2015, the amendment requires additional transitional disclosures when prior periods are not restated depending upon the earlier application of IFRS 9 prior to January 1, 2015. These disclosures focus on the impact that the adoption of IFRS 9 has on the classification of financial assets and liabilities.

- IFRS 9 *Financial instruments*. Effective January 1, 2013, all changes in fair value of financial assets that are measured at fair value are recognised in net income, except for equity investments for which the OCI option has been elected, or where financial assets are part of a hedge relationship. The standard only permits the recognition of fair value gains and losses in OCI for equity investments that are not held for trading. For financial liabilities designated under the fair value option, other than loan commitments and financial guarantee contracts, the amount of change in fair value related to changes in the credit risk of these liabilities is typically presented in OCI. The remaining amount of the total gain or loss is included in net income. The IASB has delayed the mandatory adoption until January 1, 2015.
- IFRS 10 *Consolidated financial statements*. Effective January 1, 2013, IFRS 10 replaces the consolidation guidance in IAS 27, 'Consolidated and Separate Financial Statements' and SIC-12, 'Consolidation — Special Purpose Entities' by introducing a single consolidation model for all entities based on control, irrespective of the nature of the investee. Under IFRS 10, control is based on whether an investor has power over the investee, exposures or rights to variable returns from its involvement with the investee, and the ability to use its power over the investee to affect the amount of the returns.
- IFRS 12 *Disclosure of interests in other entities*. Effective January 1, 2013, IFRS 12 sets disclosure requirements for all forms of interests in other entities, including joint arrangements, associates, special purpose vehicles and other off-balance sheet vehicles.
- IFRS 13 *Fair value measurement*. Effective January 1, 2013, IFRS 13 defines fair value and sets out, in a single IFRS, a framework for measuring fair value along with the disclosures necessary to understand what supports the fair value measurements. IFRS 13 defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.
- IAS 19 (Amendment) *Employee benefits*. Effective January 1, 2013, the amended standard requires 'actuarial gains and losses' to be renamed 'remeasurements' and to be recognized immediately into OCI. Actuarial gains and losses will no longer be deferred using the corridor approach and remeasurements recognized in OCI will not be recycled through profit or loss in subsequent periods. Past-service costs will be recognized in the period of a plan amendment; unvested benefits will no longer be spread over a future-service period. A curtailment now occurs only when an entity significantly reduces the number of employees. Curtailment gains and losses are accounted for as past-service costs. Annual expense for a funded benefit plan will include net interest expense or income, calculated by applying the discount rate to the net defined benefit asset or liability. Other changes include additional disclosures about defined benefit plans, modifying accounting for termination benefits and clarifying various miscellaneous issues.
- IAS 32 (Amendment) *Financial instruments: Presentation*. Effective January 1, 2014, the amendment does not change the current offsetting model in the standard. The current model requires an entity to offset a financial asset and financial liability in the statement of financial position only when the entity currently has a legally enforceable right of set-off and intends either to settle the asset and liability on a net basis or to realize the asset and settle the liability simultaneously. The amendments clarify that the right of set-off must be available today and is not contingent on a future event. A right of set-off is a debtor's legal right, by contract or otherwise, to settle or otherwise eliminate all or a portion of an amount due to a creditor by applying against that amount an amount due from the creditor. It also must be legally enforceable for all counterparties in the normal course of business, as well as in the event of default, insolvency or bankruptcy. Further, gross settlement mechanisms (such as a clearing house) with features that both eliminate credit and liquidity risk and process receivables and payables in a single settlement process, are effectively equivalent to net settlement; they would therefore meet the IAS 32 criterion in these instances.

The Corporation has not early adopted these standards. The impact is not yet determinable.

6. Investments

a) Financial investments

(\$ THOUSANDS)		December 31, 2011	December 31, 2010	January 1, 2010
	Classification	Carrying Value	Carrying Value	Carrying Value
Financial investments				
Money market securities	AFS	\$ 409,624	\$ 113,524	\$ 166,479
Bonds				
Canadian				
Federal	AFS	3,769,474	2,910,303	3,011,822
Provincial	AFS	905,601	891,122	918,359
Municipal	AFS	–	–	9,905
Corporate	AFS	2,407,158	2,935,373	2,653,886
Total Canadian bonds		7,082,233	6,736,798	6,593,972
United States				
Federal	AFS	–	298,552	359,244
Corporate	AFS	–	273,671	183,953
Total United States bonds		–	572,223	543,197
Total bonds		7,082,233	7,309,021	7,137,169
Mortgages	Loans	1,028,026	993,489	904,517
Equities				
Canadian	AFS	1,347,378	1,544,133	1,487,514
United States	AFS	575,260	580,901	588,124
Europe, Australia, Far East	AFS	526,845	589,625	550,651
Total equities		2,449,483	2,714,659	2,626,289
Total financial investments		\$ 10,969,366	\$ 11,130,693	\$ 10,834,454
Non-current portion		\$ 9,651,435	\$ 10,073,026	\$ 9,968,432

Money market securities, bonds and equities are carried at their fair value. Mortgages are measured at amortized cost and have an estimated fair value of \$1,067.6 million (December 31, 2010 – \$1,024.4 million; January 1, 2010 – \$921.5 million).

b) Investment properties

The movement in the carrying value of investment properties is as follows:

(\$ THOUSANDS)	2011	2010
Cost		
Balance, beginning of year	\$ 457,926	\$ 335,250
Additions	69,096	127,261
Disposals	(800)	–
Impairment losses recognized	–	(4,585)
	<hr/>	<hr/>
Balance, end of year	526,222	457,926
Accumulated depreciation		
Balance, beginning of year	31,668	21,896
Disposals	(475)	–
Depreciation	12,001	9,772
	<hr/>	<hr/>
Balance, end of year	43,194	31,668
	<hr/>	<hr/>
Carrying value, end of year	\$ 483,028	\$ 426,258

The fair value of investment properties is \$606.7 million (December 31, 2010 – \$522.5 million; January 1, 2010 – \$384.2 million).

At December 31, 2011, no impairment (December 31, 2010 – \$4.6 million; January 1, 2010 – nil) was recognized in respect of any of the Corporation's investment properties.

7. Financial Assets and Liabilities

a) Fair value hierarchy

The following table presents the fair value hierarchy for financial assets and liabilities measured at fair value in the consolidated statement of financial position. During 2010 and 2011, there were no transfers between Level 1 and Level 2.

(\$ THOUSANDS)	Fair Value Measurements at Reporting Date			
	Fair Value	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
December 31, 2011				
Cash	\$ 23,844	\$ –	\$ 23,844	\$ –
Money market securities	409,624	–	409,624	–
Bonds	7,082,233	–	7,080,580	1,653
Equities	2,449,483	1,711,967	736,709	807
Total financial assets	\$ 9,965,184	\$ 1,711,967	\$ 8,250,757	\$ 2,460
December 31, 2010				
Cash	\$ 20,977	\$ –	\$ 20,977	\$ –
Money market securities	113,524	–	113,524	–
Bonds	7,309,021	–	7,307,368	1,653
Equities	2,714,659	2,713,839	–	820
Total financial assets	\$ 10,158,181	\$ 2,713,839	\$ 7,441,869	\$ 2,473
January 1, 2010				
Cash	\$ 23,102	\$ –	\$ 23,102	\$ –
Money market securities	166,479	–	166,479	–
Bonds	7,137,169	–	7,127,774	9,395
Equities	2,626,289	2,625,469	–	820
Total financial assets	\$ 9,953,039	\$ 2,625,469	\$ 7,317,355	\$ 10,215

The following table shows the movement of financial assets where fair value has been determined based upon significant unobservable inputs (Level 3):

(\$ THOUSANDS)	Fair Value Measurements using Level 3 Inputs	
	Bonds	Equities
Balance, January 1, 2010	\$ 9,395	\$ 820
Total losses in net income	(3,175)	–
Settlements for investments sold	(4,567)	–
Balance, December 31, 2010	\$ 1,653	\$ 820
Total gains (losses)		
– in net income	–	936
– in other comprehensive income	–	(936)
Settlements for investments sold	–	(13)
Balance, December 31, 2011	\$ 1,653	\$ 807

b) Other financial assets

Other financial assets include accrued interest, premiums and other receivables, and reinsurance assets. The fair values of other financial assets approximate their carrying values, due to their short-term nature. The non-current portion of these other financial assets is \$15.1 million (December 31, 2010 – \$11.3 million; January 1, 2010 – \$6.4 million).

c) Financial liabilities

Financial liabilities include cheques outstanding, accounts payable, and bond repurchase agreements and investment-related liabilities. All financial liabilities are recorded at cost or amortized cost. The carrying value of bond repurchase agreements is \$894.9 million (December 31, 2010 – \$879.6 million; January 1, 2010 – \$861.8 million). Except for investment-related liabilities, the fair values of all other financial liabilities approximate their carrying values, due to their short-term nature. Investment-related liabilities have terms ranging from one to eleven years and their carrying values are a reasonable estimate of fair value.

8. Management of Insurance and Financial Risk

As a provider of automobile insurance products, effective risk management is fundamental in protecting earnings, cash flow, and ultimately the financial stability of the Corporation. The Corporation is exposed to various types of insurance and financial risks.

a) Insurance risk

The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. By the very nature of an insurance contract, this risk is random and therefore unpredictable.

For a portfolio of insurance contracts where the theory of probability is applied to pricing and provisioning, the principal risk that the Corporation faces under its insurance contracts is that the actual claims and benefit payments exceed the carrying amount of the insurance liabilities. This could occur when the frequency or severity of claims and benefits are greater than estimated. Insurance events are random and the actual number and amount of claims and benefits will vary each year from the level established using statistical techniques.

Injury claims include bodily injury, accident benefits, and death benefits, which account for approximately 60% of total claims costs. Injury claims have amounts for pain and suffering, future care, past and future wage loss, and external claims handling expenses. The amount of injury claims can exhibit considerable uncertainty due to changes in internal claims operational changes, the judicial environment, and settlement awards. The timing of payments can also exhibit uncertainty because of delayed reporting and extended settlement times. Material damage claims include property damage, collision, and comprehensive (all perils), which account for approximately 40% of total claims costs.

The estimated cost of claims also includes direct expenses to be incurred in settling claims, net of the expected subrogation value and other recoveries. The Corporation takes all reasonable steps to ensure that it has appropriate information regarding its claims exposures. However, given the uncertainty in establishing claims provisions, it is likely that the final outcome will be different from the original liability established. The liability for these contracts includes a provision for IBNR claims, a provision for reported claims not yet paid, and a provision for unexpired risks at the reporting date. The amount of casualty claims is particularly sensitive to the level of court awards and to the development of legal precedent on matters of contract and tort.

Frequency and severity of claims

There are a number of factors that influence the frequency and severity of claims; some of which the Corporation has some control over. A number of strategies are used to control cost pressures created by these factors, including claims operational changes, road safety programs, programs to influence driver behaviour such as impaired driving and distracted driving programs, public awareness campaigns, and auto crime reduction initiatives.

Factors outside of the Corporation's control include weather, demographics, settlement awards, legal fees and economic changes, including vehicle parts/repair inflation and medical expense inflation that influence the cost of claims.

Sources of uncertainty in the estimation of future claims

There is inherent uncertainty regarding the assumptions to estimate amount and timing of future claims payments and the unpaid claims liability. The Corporation is liable for all insured events that occurred during the term of the

contract, even if the loss is reported after the end of the contract term. In addition, injury claims may result in a long period of time before settlement.

The amount and timing of future claims payments and the existence of IBNR claims are sources of inherent uncertainty. Future cash flows may be impacted by factors such as internal claims operational changes, the economic environment, and changes within the judicial environment. Historical changes to these factors can diminish the consistency in observed historical claims development and therefore, increase the uncertainty in the estimation of future claim payments.

The Corporation's unpaid claims liability can be affected by claims inflation, actuarial methods and assumptions, and the discount rate. Claims inflation due to increases in frequency and severity are discussed above. The adequacy and accuracy of this liability is reviewed and adjusted periodically throughout the year based on revised estimates which includes a PFAD. The unpaid claims liability is presented on a discounted basis. A 1% increase in the discount rate will have a favourable impact on the claims liability of \$150.2 million (December 31, 2010 – \$141.6 million) and a 1% decrease in the discount rate will have an unfavourable impact on the claims liability of \$158.8 million (December 31, 2010 – \$149.5 million).

Loss and count development factors, actuarial assumptions and methods are discussed above. The changes in selected loss and count development factors and actuarial assumptions in 2011 had an estimated 0.9% unfavourable impact (2010 – 2.6% unfavourable) on the 2011 total unpaid claims liability.

To manage the uncertainty of assumptions and to analyze ultimate claims costs, the Corporation's actuaries employ standard actuarial methods. The Corporation's ultimate claims estimate is determined in accordance with accepted actuarial practice in Canada and is based on reasonable assumptions and appropriate methods that are consistently applied (note 3a).

Assumptions inherent in the actuarial methods are reviewed to ensure that they still hold true and in the cases where they do not, adjustments are made or the method is simply not used.

Concentration of insurance risk

The Corporation has a diverse customer base as the sole provider of Basic insurance to all drivers in British Columbia. The Corporation operates in one jurisdiction and provides automobile insurance only, so there is a concentration of insurance risk with respect to geography, jurisdiction, demographics and product type.

The impact of the concentration of insurance risk is quantified through annual scenario capital adequacy testing. This testing allows the Corporation to assess and manage these risks effectively. The concentration of insurance risk is also managed through Road Safety programs, a catastrophe reinsurance treaty, and a casualty reinsurance treaty.

Premium pricing risk

The Corporation is also exposed to premium pricing risk for its Basic insurance products. Market conditions or claims experience may necessitate changes to the insurance premiums charged to customers. The Corporation is subject to regulations over its Basic insurance and may apply to BCUC for approval to change its Basic insurance rates (notes 19 and 21).

b) Financial risk

Price risk

General economic conditions, political conditions and other factors affect the equity market, thereby also affecting the fair value of the securities and the pooled funds held by the Corporation. Fluctuations in the value of these securities impact the recognition of unrealized gains and losses on equity securities and on the units of funds held. At December 31, 2011, the impact of a 10% change in prices, with all other variables held constant would result in an estimated corresponding change to OCI of approximately \$244.9 million (December 31, 2010 – \$272.0 million; January 1, 2010 – \$263.0 million).

The Corporation manages a widely diversified portfolio, diversified geographically, by sector and by company and has policies in place to limit and monitor total equity exposure and individual issuer exposure.

Interest rate risk

When interest rates increase or decrease, the market value of fixed income securities will decrease or increase respectively with a larger market value impact on instruments with a long duration compared to instruments with a short duration. Fluctuations in interest rates have a direct impact on the market valuation of the Corporation's fixed

income portfolio. A natural hedge exists between the Corporation's fixed income portfolio and the unpaid claims liability as the Corporation's investment yields are used to derive the discount rate for the unpaid claims liability.

The Corporation has policies in place to limit and monitor its exposure to interest rate risk to allow for duration matching of claim liabilities to bond assets.

The carrying values reported in the consolidated statement of financial position for cash and cash equivalents, accounts receivable, and accounts payable approximate their fair values and are not significantly impacted by fluctuations in interest rates.

In 2011 and 2010, the Corporation did not use derivative financial instruments to hedge interest rate risk on its investment portfolio.

	December 31, 2011		December 31, 2010		January 1, 2010	
	Average Yield (%)	Duration (Years)	Average Yield (%)	Duration (Years)	Average Yield (%)	Duration (Years)
Bonds						
Canadian						
Federal	1.8	2.3	2.3	2.5	2.7	2.6
Provincial	2.9	2.3	2.9	3.1	3.6	3.1
Municipal	–	–	–	–	3.7	3.3
Corporate	3.6	2.1	4.0	2.1	4.4	2.3
United States						
Federal	–	–	1.8	2.7	1.9	2.5
Corporate	–	–	2.9	2.4	3.8	2.7
Total bonds	2.5	2.2	3.0	2.4	3.4	2.6
Mortgages	5.3	2.5	5.5	2.8	5.6	2.5
Total bonds and mortgages	2.9	2.3	3.3	2.4	3.7	2.5

As at December 31, 2011, a 100 basis point change in interest rates would result in a change of approximately \$183.9 million (December 31, 2010 – \$202.0 million; January 1, 2010 – \$204.0 million) in the fair value of the Corporation's fixed income portfolio and a corresponding impact of approximately \$183.9 million (December 31, 2010 – \$202.0 million; January 1, 2010 – \$204.0 million) to other components of equity (OCE). Interest rate changes would also result in an inverse change to the provision for unpaid claims and the corresponding claims costs (note 8a).

Credit risk

Credit risk is the potential for financial loss to the Corporation if the counterparty in a transaction fails to meet its obligations. Financial instruments that potentially give rise to significant concentrations of credit risk include fixed income securities, accounts receivable, reinsurance receivables and recoverables, and structured settlements (note 20).

Fixed income securities

The Corporation mitigates its exposure to credit risk by acquiring fixed income securities issued by high-quality institutions with investment grade credit ratings. Credit risk in mortgages is mitigated as it is secured by the underlying property and it is also addressed through a stringent underwriting process that incorporates an internal credit scoring mechanism, and all mortgages are subject to an independent review annually.

The credit quality of financial assets that are neither past due nor impaired can be assessed by reference to external credit ratings, where available, or to historical information about counterparty default rates.

The Corporation considers Canadian and US government bonds to be risk-free. Therefore the maximum credit risk exposure for fixed income securities pertain to all other bond investments and to mortgage investments, totalling their carrying amount of \$4.3 billion (December 31, 2010 – \$5.1 billion; January 1, 2010 – \$4.7 billion). There is minimal credit risk exposure to cash.

The following table highlights money market securities and bonds by credit quality according to Standard and Poor's at December 31, 2011:

(\$ THOUSANDS)	December 31, 2011	December 31, 2010	January 1, 2010
Money market securities			
AAA	\$ 409,624	\$ 113,524	\$ 156,496
R1 – MID	–	–	9,983
	\$ 409,624	\$ 113,524	\$ 166,479
Bonds			
AAA	\$ 4,387,221	\$ 3,792,861	\$ 3,878,051
AA	920,398	1,247,276	1,511,123
A	1,275,868	1,723,513	1,415,085
BBB	498,746	545,371	323,580
Not rated	–	–	9,330
	\$ 7,082,233	\$ 7,309,021	\$ 7,137,169

Premiums and other receivables

The Corporation has a diverse customer base as it provides Basic insurance to all drivers in British Columbia. While there is no significant concentration of credit risk, the Corporation's premiums and other receivables are comprised of customers with varying financial conditions. Subrogation and other recoveries from customers are fully provided for due to the uncertainty of collection.

The credit risk for premiums receivables is mitigated as a customer's policy may be cancelled if the customer is in default of a payment. The maximum credit risk for all other receivables equals their carrying amount. As at December 31, 2011, the Corporation considered \$71.0 million (December 31, 2010 – \$69.7 million; January 1, 2010 – \$69.7 million) of its premiums and other receivables to be uncollectible and has provided for them.

The following table outlines the aging of premiums and other receivables as at December 31, 2011:

(\$ THOUSANDS)	Current	Past Due 1 – 30 days	Past Due 31 – 60 days	Over 60 days	Total
December 31, 2011					
Premiums and other receivables	\$ 1,070,708	\$ 9,275	\$ 2,226	\$ 81,419	\$ 1,163,628
Provision	(1,755)	(1,333)	(1,361)	(66,575)	(71,024)
Total premiums and other receivables	\$ 1,068,953	\$ 7,942	\$ 865	\$ 14,844	\$ 1,092,604
December 31, 2010					
Premiums and other receivables	\$ 997,290	\$ 8,743	\$ 877	\$ 80,372	\$ 1,087,282
Provision	(1,768)	(1,235)	(787)	(65,956)	(69,746)
Total premiums and other receivables	\$ 995,522	\$ 7,508	\$ 90	\$ 14,416	\$ 1,017,536
January 1, 2010					
Premiums and other receivables	\$ 1,017,299	\$ 5,071	\$ 1,606	\$ 70,869	\$ 1,094,845
Provision	(1,299)	(1,317)	(1,309)	(65,780)	(69,705)
Total premiums and other receivables	\$ 1,016,000	\$ 3,754	\$ 297	\$ 5,089	\$ 1,025,140

The Corporation's provision for premiums and other receivables is broken down as follows:

(\$ THOUSANDS)	2011	2010
Balance, beginning of year	\$ (69,746)	\$ (69,705)
Charges for the year	(19,765)	(19,470)
Recoveries	6,666	6,823
Amounts written off	11,821	12,606
Balance, end of year	<u>\$ (71,024)</u>	<u>\$ (69,746)</u>

Reinsurance assets

Failure of reinsurers to honour their obligations could result in losses to the Corporation. The maximum credit risk exposure equals the carrying amount of \$0.7 million (December 31, 2010 – \$5.8 million; January 1, 2010 – \$10.0 million). The Corporation has policies which require reinsurers to have a minimum credit rating of A-. No single reinsurer represents more than 15% of the total reinsurers' share of the provision for unpaid claims and adjusting expenses in a contract year. Both these items mitigate the Corporation's exposure to credit risk. No amount owing from the reinsurers has been considered impaired at December 31, 2011.

(\$ THOUSANDS)	December 31, 2011	December 31, 2010	January 1, 2010
Reinsurance recoverable (note 12)	\$ 616	\$ 5,807	\$ 7,807
Reinsurance receivable	75	32	2,186
Reinsurance assets	<u>\$ 691</u>	<u>\$ 5,839</u>	<u>\$ 9,993</u>

Liquidity risk

A significant business risk of the insurance industry is the ability to match the cash inflows from premiums and the investment portfolio with the cash requirements of the policy liabilities and operating expenses. The timing of most policy liability payments is not known, and may take considerable time to determine precisely, and may be paid in partial payments.

The Corporation has taken the overall historical liability settlement pattern as a basis to define diversification and duration characteristics of the investment portfolio.

To meet the cash requirements for claims and operating expenses, the Corporation has policies to limit and monitor its exposure to individual issuers or related groups and to ensure that assets and liabilities are broadly matched in terms of their duration.

Liquidity risk is further controlled by holding Government bonds and other highly liquid investments. Bond repurchase agreements are accounted for as financial liabilities and are considered to be short-term in nature.

The following table summarizes the maturity profile as at December 31, 2011 of the Corporation's financial instruments by contractual maturity or expected cash flow dates:

(\$ THOUSANDS)

	Within One Year	One Year to Five Years	After Five Years	Total
December 31, 2011				
Bonds				
Canadian				
Federal	\$ 212,801	\$ 3,056,650	\$ 500,023	\$ 3,769,474
Provincial	35,594	870,007	–	905,601
Corporate	380,963	2,026,195	–	2,407,158
Total bonds	629,358	5,952,852	500,023	7,082,233
Mortgages	278,949	602,305	146,772	1,028,026
	<u>\$ 908,307</u>	<u>\$ 6,555,157</u>	<u>\$ 646,795</u>	<u>\$ 8,110,259</u>
December 31, 2010				
Bonds				
Canadian				
Federal	\$ –	\$ 2,810,280	\$ 100,023	\$ 2,910,303
Provincial	–	845,318	45,804	891,122
Corporate	771,009	2,104,796	59,568	2,935,373
United States				
Federal	–	298,552	–	298,552
Corporate	15,004	255,869	2,798	273,671
Total bonds	786,013	6,314,815	208,193	7,309,021
Mortgages	158,130	713,579	121,780	993,489
	<u>\$ 944,143</u>	<u>\$ 7,028,394</u>	<u>\$ 329,973</u>	<u>\$ 8,302,510</u>
January 1, 2010				
Bonds				
Canadian				
Federal	\$ –	\$ 3,011,822	\$ –	\$ 3,011,822
Provincial	–	912,586	5,773	918,359
Municipal	–	9,905	–	9,905
Corporate	568,209	2,059,977	25,700	2,653,886
United States				
Federal	–	359,244	–	359,244
Corporate	14,109	165,402	4,442	183,953
Total bonds	582,318	6,518,936	35,915	7,137,169
Mortgages	117,225	672,695	114,597	904,517
	<u>\$ 699,543</u>	<u>\$ 7,191,631</u>	<u>\$ 150,512</u>	<u>\$ 8,041,686</u>

Currency risk

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The Corporation is exposed to foreign exchange risk on its international, and US equity portfolios. The Corporation no longer has a foreign exchange risk exposure on its fixed income portfolio as the Corporation disposed of its US bond portfolio during the year.

A 10% change in the US exchange rate at December 31, 2011 would change the fair value of these investments and a corresponding change to OCI of approximately \$59.6 million (December 31, 2010 – \$115.0 million; January 1, 2010 – \$113.0 million). As all other foreign currency investments individually comprise five per cent or less of the total investment portfolio in both 2011 and 2010, the impact of a change in the exchange rate of these currencies is not expected to have a material impact on the portfolio.

The Corporation has policies in place to limit and monitor its exposure to currency risks.

9. Investment Income

(\$ THOUSANDS)	Classification	2011	2010
Interest			
Money market	AFS	\$ 2,675	\$ 1,032
Bonds	AFS	200,936	215,172
Mortgages	Loans	55,182	53,217
		<u>258,793</u>	<u>269,421</u>
Gains on investments			
Equities	AFS	136,238	143,657
Bonds	AFS	11,817	55,848
Investment properties	Other	4,341	-
Unrealized fair value changes ¹	AFS	39,388	7,397
		<u>191,784</u>	<u>206,902</u>
Dividends and other income (expenses)			
Equities	AFS	72,565	66,661
Income from investment properties	Other	23,146	20,829
Investment management fees	Other	(7,119)	(8,582)
Impairment loss	AFS/Other	(96,107)	(19,891)
Other	Other	(1,582)	(5,021)
		<u>(9,097)</u>	<u>53,996</u>
Total investment income		<u>\$ 441,480</u>	<u>\$ 530,319</u>

¹ includes changes in unrealized foreign exchange gains and losses on monetary AFS assets

(\$ THOUSANDS)	2011	2010
Amounts recognized in investment income for investment properties		
Rental income	\$ 61,685	\$ 51,536
Direct operating expenses that generated rental income	(36,810)	(30,597)
Direct operating expenses that did not generate rental income	(1,729)	(110)
Income from investment properties	23,146	20,829
Gain on sale of investment properties	4,341	-
Impairment on investment properties	-	(4,585)
Total amount recognized in investment income	<u>\$ 27,487</u>	<u>\$ 16,244</u>

The Corporation participates in a securities lending program managed by a federally regulated financial institution whereby it lends securities it owns to other financial institutions. The Corporation receives securities of equal or superior credit quality as collateral for securities loaned and records commission on transactions as earned. At December 31, 2011, there were no securities loaned or received as collateral. At December 31, 2010, there were \$295.4 million securities loaned and \$310.0 million received as collateral.

10. Property and Equipment

(\$ THOUSANDS)	Land	Buildings	Furniture & Equipment	Leasehold Improvements	Total
2011					
Cost					
Balance, beginning of year	\$ 33,526	\$ 158,251	\$ 118,964	\$ 12,556	\$ 323,297
Additions	36	2,995	42,790	3,013	48,834
Disposals	(50)	(60)	(848)	(230)	(1,188)
Balance, end of year	33,512	161,186	160,906	15,339	370,943
Accumulated depreciation					
Balance, beginning of year	–	123,551	89,521	9,300	222,372
Disposals	–	(5)	(477)	(143)	(625)
Depreciation charge for the year	–	3,214	11,036	686	14,936
Balance, end of year	–	126,760	100,080	9,843	236,683
Net book value, end of year	\$ 33,512	\$ 34,426	\$ 60,826	\$ 5,496	\$ 134,260
2010					
Cost					
Balance, beginning of year	\$ 32,943	\$ 151,538	\$ 102,496	\$ 10,567	\$ 297,544
Additions	583	6,713	16,729	1,989	26,014
Disposals	–	–	(261)	–	(261)
Balance, end of year	33,526	158,251	118,964	12,556	323,297
Accumulated depreciation					
Balance, beginning of year	–	120,350	81,942	8,789	211,081
Disposals	–	–	(253)	–	(253)
Depreciation charge for the year	–	3,201	7,832	511	11,544
Balance, end of year	–	123,551	89,521	9,300	222,372
Net book value, end of year	\$ 33,526	\$ 34,700	\$ 29,443	\$ 3,256	\$ 100,925

The balances in property and equipment include \$24.7 million (December 31, 2010 – \$13.0 million; January 1, 2010 – \$6.5 million) in assets under development.

The additions in property and equipment include \$6.9 million (December 31, 2010 – \$2.1 million; January 1, 2010 – nil) capitalized for the Transformation Program (note 19).

11. Intangible Assets

The Corporation's intangible assets are broken down as follows:

(\$ THOUSANDS)	2011	2010
Cost		
Balance, beginning of year	\$ 59,001	\$ 40,656
Additions	37,033	18,345
Disposals	(135)	-
Balance, end of year	95,899	59,001
Accumulated amortization		
Balance, beginning of year	37,680	35,011
Disposals	(82)	-
Amortization charge for the year	3,225	2,669
Balance, end of year	40,823	37,680
Net book value, end of year	\$ 55,076	\$ 21,321

The Corporation's intangible assets consist of externally purchased software and any directly attributable costs required to bring the software to a condition where it is available for use.

The balances in intangible assets include \$37.5 million (December 31, 2010 – \$16.6 million; January 1, 2010 – \$2.7 million) in assets under development.

The additions in intangible assets include \$28.2 million (December 31, 2010 – \$11.1 million; January 1, 2010 – nil) capitalized for the Transformation Program (note 19).

12. Provision for Unpaid Claims

The movements in the provision for unpaid claims and reinsurance recoverables and their impact on claims incurred for the year are as follows:

(\$ THOUSANDS)	2011			2010		
	Gross	Reinsurance Recoverable	Net	Gross	Reinsurance Recoverable	Net
Notified claims	\$ 5,916,239	\$ (5,807)	\$ 5,910,432	\$ 5,706,421	\$ (7,807)	\$ 5,698,614
Incurred but not reported	266,768	–	266,768	257,921	–	257,921
Balance, beginning of year	6,183,007	(5,807)	6,177,200	5,964,342	(7,807)	5,956,535
Change in liabilities (assets):						
Provision for claims occurring in current year	2,880,130	–	2,880,130	2,754,077	–	2,754,077
Change in estimates for losses occurring in prior years:						
Prior years' claims adjustments	(71,934)	5,158	(66,776)	(65,555)	2,137	(63,418)
Prior years' changes in discounting provision	52,351	33	52,384	61,516	(137)	61,379
	(19,583)	5,191	(14,392)	(4,039)	2,000	(2,039)
Net claims incurred per consolidated statement of comprehensive income	2,860,547	5,191	2,865,738	2,750,038	2,000	2,752,038
Cash (paid) recovered for claims settled in the year for:						
Claims incurred in current year	(1,002,832)	–	(1,002,832)	(1,006,394)	–	(1,006,394)
Recoveries received on current year claims	73,378	–	73,378	63,341	–	63,341
	(929,454)	–	(929,454)	(943,053)	–	(943,053)
Claims incurred in prior years	(1,678,799)	–	(1,678,799)	(1,651,349)	–	(1,651,349)
Recoveries received on prior years' claims	57,418	–	57,418	63,029	–	63,029
	(1,621,381)	–	(1,621,381)	(1,588,320)	–	(1,588,320)
Total net payments	(2,550,835)	–	(2,550,835)	(2,531,373)	–	(2,531,373)
Balance, end of year	\$ 6,492,719	\$ (616)	\$ 6,492,103	\$ 6,183,007	\$ (5,807)	\$ 6,177,200
Notified claims	\$ 6,215,296	\$ (616)	\$ 6,214,680	\$ 5,916,239	\$ (5,807)	\$ 5,910,432
Incurred but not reported	277,423	–	277,423	266,768	–	266,768
Balance, end of year	\$ 6,492,719	\$ (616)	\$ 6,492,103	\$ 6,183,007	\$ (5,807)	\$ 6,177,200

The Corporation discounts its provision for unpaid claims at an investment rate of return of 3.97% (December 31, 2010 – 4.46%; January 1, 2010 – 4.64%). The Corporation determines the discount rate based upon the expected return on its investment portfolio and uses assumptions for interest rates relating to reinvestment of maturing investments. As a result of the decrease in the investment rate of return from 4.46% at December 31, 2010 to 3.97% at December 31, 2011, there was an unfavourable adjustment to both current and prior years' provision of \$74.6 million (December 31, 2010 – \$26.0 million; January 1, 2010 – \$22.4 million).

The following table shows the effect of discounting and PFADs on the provision for unpaid claims:

(\$ THOUSANDS)

	Undiscounted	Effect of Present Value	PFADs	Discounted
December 31, 2011				
Provision for unpaid claims, net	\$ 6,380,300	\$ (594,464)	\$ 706,267	\$ 6,492,103
Reinsurance recoverable	600	(56)	72	616
Provision for unpaid claims, gross	\$ 6,380,900	\$ (594,520)	\$ 706,339	\$ 6,492,719
December 31, 2010				
Provision for unpaid claims, net	\$ 6,118,109	\$ (631,500)	\$ 690,591	\$ 6,177,200
Reinsurance recoverable	5,758	(535)	584	5,807
Provision for unpaid claims, gross	\$ 6,123,867	\$ (632,035)	\$ 691,175	\$ 6,183,007
January 1, 2010				
Provision for unpaid claims, net	\$ 5,945,600	\$ (646,035)	\$ 656,970	\$ 5,956,535
Reinsurance recoverable	7,895	(969)	881	7,807
Provision for unpaid claims, gross	\$ 5,953,495	\$ (647,004)	\$ 657,851	\$ 5,964,342

Claims development table

A review of the historical development of the Corporation's insurance estimates provides a measure of the Corporation's ability to estimate the ultimate value of claims. The top half of the following table illustrates how the Corporation's estimate of total undiscounted claims costs for each accident year has changed at successive year-ends. The bottom half of the table reconciles the cumulative claims to the amount appearing in the consolidated statement of financial position.

(\$ THOUSANDS)

Insurance Claims — Gross of Reinsurance

Accident Year	2004	2005	2006	2007	2008	2009	2010	2011	Total
Estimate of undiscounted ultimate claims costs:									
- At end of accident year	\$ 2,204,694	\$ 2,457,495	\$ 2,578,431	\$ 2,709,658	\$ 2,676,918	\$ 2,657,831	\$ 2,743,503	\$ 2,866,833	
- One year later	2,324,869	2,503,285	2,598,087	2,647,830	2,682,830	2,640,001	2,732,070		
- Two years later	2,351,339	2,465,521	2,517,961	2,651,655	2,692,277	2,626,760			
- Three years later	2,350,581	2,439,326	2,513,261	2,632,885	2,654,416				
- Four years later	2,318,077	2,419,725	2,508,005	2,633,582					
- Five years later	2,302,765	2,420,056	2,498,790						
- Six years later	2,303,033	2,430,329							
- Seven years later	2,298,727								
Current estimate of cumulative claims	2,298,727	2,430,329	2,498,790	2,633,582	2,654,416	2,626,760	2,732,070	2,866,833	20,741,507
Cumulative payments to date	(2,229,565)	(2,312,439)	(2,305,627)	(2,249,254)	(1,942,045)	(1,568,504)	(1,301,715)	(929,454)	(14,838,603)
Undiscounted unpaid liability	\$ 69,162	\$ 117,890	\$ 193,163	\$ 384,328	\$ 712,371	\$ 1,058,256	\$ 1,430,355	\$ 1,937,379	\$ 5,902,904
Undiscounted unpaid liability in respect of 2003 and prior years									204,560
Undiscounted unallocated loss adjustment expense reserve									273,436
Total undiscounted unpaid claims liability									\$ 6,380,900
Discounting adjustment									111,819
Total discounted unpaid claims liability (gross)									\$ 6,492,719

The table on the previous page reflects the total discounted unpaid claims liability of \$6,492.7 million before the amount for reinsurance recoverable. The total discounted unpaid claims liability after the amount for reinsurance recoverable of \$0.6 million would be \$6,492.1 million.

The expected maturity of the unpaid claims provision is analyzed below (undiscounted and gross of reinsurance):

(\$ THOUSANDS)

	Less than One Year	One to Two Years	Two to Three Years	Three to Four Years	Four to Five Years	Over Five Years	Total
December 31, 2011	\$ 1,821,940	\$ 1,439,037	\$ 1,166,525	\$ 789,597	\$ 434,634	\$ 729,167	\$ 6,380,900
December 31, 2010	\$ 1,711,977	\$ 1,392,741	\$ 1,155,832	\$ 749,050	\$ 412,559	\$ 701,708	\$ 6,123,867
January 1, 2010	\$ 1,763,670	\$ 1,327,486	\$ 1,058,654	\$ 700,170	\$ 389,039	\$ 714,476	\$ 5,953,495

The non-current portion of the undiscounted unpaid claims provision is \$4.3 billion (December 31, 2010 – \$4.2 billion; January 1, 2010 – \$4.1 billion).

The weighted average term to settlement of the discounted unpaid claims provision at December 31, 2011 is 2.4 years (December 31, 2010 – 2.4 years; January 1, 2010 – 2.3 years).

13. Unearned Premiums

The movements in unearned premiums recorded in the consolidated statement of financial position and the impact on premiums earned for the year are as follows:

(\$ THOUSANDS)	2011	2010
Balance, beginning of year	\$ 1,743,001	\$ 1,730,958
Premiums deferred on contracts written during the year	1,762,626	1,743,001
Premiums earned on contracts written in the previous year	(1,743,001)	(1,730,958)
Balance, end of year	\$ 1,762,626	\$ 1,743,001

All unearned premiums are earned within twelve months.

14. Reinsurance

The Corporation maintains casualty and catastrophe reinsurance to protect against significant losses.

The Corporation entered into one year casualty and catastrophe reinsurance contracts beginning January 1, 2011 as follows:

- a) For catastrophic occurrences, portions of losses up to \$225.0 million in excess of \$25.0 million; and
- b) For individual casualty loss occurrences, portions of losses up to \$45.0 million in excess of \$5.0 million.

The Corporation entered into one year casualty and catastrophe reinsurance contracts beginning January 1, 2010 as follows:

- a) For catastrophic occurrences, portions of losses up to \$225.0 million in excess of \$25.0 million; and
- b) For individual casualty loss occurrences, portions of losses up to \$45.0 million in excess of \$5.0 million.

These reinsurance arrangements do not discharge the Corporation's obligation as primary insurer. The Corporation evaluates the financial condition of its reinsurers to minimize the exposure to significant loss from reinsurer insolvency.

15. Pension and Post-Retirement Benefits

The Corporation sponsors a defined benefit registered pension plan for its current and former management and confidential employees (the Management and Confidential Plan). In addition, it sponsors two supplemental pension plans for certain employees. The Corporation is the legal administrator of the Management and Confidential Plan and the two supplemental pension plans.

The Corporation also contributes to two other defined benefit pension plans for which it is not the sponsor. Current and former employees of the Corporation who are or were members of the Canadian Office & Professional Employees Union (COPE) Local 378 are members of the COPE 378 / ICBC Pension Plan (the COPE Plan). Trustees of the plan are appointed by each of the Corporation and COPE Local 378. The board of trustees of the COPE Plan is the legal plan administrator. The Corporation and plan members share responsibility for COPE Plan costs equally.

The Corporation has no fiduciary responsibility for, or role in the governance of, the COPE Plan or the BC Public Service Pension Plan.

The Corporation recognizes its 50% share of the COPE Plan costs in its financial statements as follows:

- 50% recognition of pension expense (current service cost, interest cost, expected return on plan assets and past service cost);
- 50% recognition of the defined benefit obligation and plan assets; and
- 50% recognition of actuarial gains and losses

The Corporation has derecognized its 50% share of the surplus assets held by the COPE Plan on its consolidated statement of financial position because it cannot realize a future economic benefit in respect of those assets.

An additional liability may be recognized in respect of future surplus created by minimum funding requirements. For this purpose, these minimum funding requirements include going concern current service costs and minimum payments toward going concern unfunded liabilities. Payments toward solvency funding are not included because the *British Columbia Pension Benefits Standards Act* permits the Corporation to secure these payments with a letter of credit in lieu of cash solvency payments. As a result the Corporation has determined that no additional liability is required to be recognized on the consolidated statement of financial position.

The Corporation pays Medical Services Plan, life insurance premiums, extended healthcare and dental costs as post-retirement benefits for its retirees. The benefits are not prefunded. Benefit entitlements differ for management and confidential and bargaining unit staff.

Total contributions for employee future benefits for 2011, consisting of cash contributed by the Corporation to all of the funded pension plans and in respect of its unfunded pension and post-retirement benefits were \$57.1 million (2010 – \$53.7 million). Estimated employer contributions for the year ending December 31, 2012 are \$58.8 million. The estimate is based on the plans' most recent actuarial funding valuations. A December 31, 2011 actuarial funding valuation for the COPE Plan will be completed later in 2012. The results of this valuation could result in the Corporation's actual 2012 contributions being different from the above estimate.

The Corporation measures its defined benefit obligations and the fair value of plan assets for accounting purposes at December 31 of each year. The Management and Confidential Plan had an actuarial valuation as of December 31, 2009 which was extrapolated to December 31, 2011. The next expected valuation date is at December 31, 2012. The COPE Plan had an actuarial valuation as of December 31, 2008 which was extrapolated to December 31, 2011. The next expected valuation date is at December 31, 2011. The post-retirement benefits had an actuarial valuation as of December 31, 2009 which was extrapolated to December 31, 2011. The next expected valuation date is at December 31, 2012.

The net total liability for pension plans and post-retirement benefits at December 31, 2011 is \$313.7 million (December 31, 2010 – \$264.6 million; January 1, 2010 – \$193.3 million), which is reflected in the consolidated statement of financial position. Information regarding the pension and post-retirement benefits plans is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2011	2010	2011	2010
Plan assets				
Fair value, beginning of year	\$ 801,286	\$ 693,593	\$ –	\$ –
Expected return on plan assets	63,275	54,465	–	–
Actuarial gain (loss) on assets	(11,622)	20,272	–	–
Employer contributions	43,654	41,784	4,080	3,285
Employees' contributions	15,131	13,704	–	–
Benefits paid	(22,529)	(24,331)	(4,080)	(3,285)
Transfers	–	3,025	–	–
Plan expenses	(1,392)	(1,226)	–	–
Fair value, end of year	\$ 887,803	\$ 801,286	\$ –	\$ –
Defined benefit obligation¹				
Balance, beginning of year	\$ 839,589	\$ 663,701	\$ 196,862	\$ 159,331
Current service cost	38,398	29,681	7,460	5,687
Interest cost	48,537	45,129	11,352	10,799
Actuarial losses	64,798	122,384	12,909	24,330
Benefits paid	(22,529)	(24,331)	(4,080)	(3,285)
Transfers	–	3,025	–	–
Balance, end of year	\$ 968,793	\$ 839,589	\$ 224,503	\$ 196,862
Funded status – plan surplus (deficit)	\$ (80,990)	\$ (38,303)	\$ (224,503)	\$ (196,862)
Impact of surplus derecognition	(8,180)	(29,469)	–	–
Net asset (liability) recognized in the consolidated statement of financial position	\$ (89,170)	\$ (67,772)	\$ (224,503)	\$ (196,862)

¹ Estimated defined benefit obligation – end of year with:

1% increase in healthcare trend rate	n/a	n/a	\$ 251,148	\$ 220,000
1% decrease in healthcare trend rate	n/a	n/a	\$ 201,444	\$ 176,460
1% increase in discount rate	\$ 814,990	\$ 712,729	\$ 193,779	\$ 167,943
1% decrease in discount rate	\$ 1,133,844	\$ 995,138	\$ 257,063	\$ 227,962

The plan assets and defined benefit obligation shown in the table above have been adjusted to reflect the Corporation's 50% recognition of the COPE Plan. Therefore, only 50% of the balances, accruals, asset returns, gains and losses, and cash flows in respect of the COPE Plan have been discussed above.

The pension plans' assets consist of:

	Percentage of Plan Assets		
	December 31, 2011	December 31, 2010	January 1, 2010
Cash and accrued interest	1%	–	–
Equities			
Canadian	28%	30%	27%
Foreign	25%	27%	31%
Fixed income			
Government	29%	27%	24%
Corporate	10%	9%	11%
Mortgages	7%	7%	7%
	100%	100%	100%

Pension plan assets generated a return of 6.3% for the year ended December 31, 2011 (2010 – 10.5%).

At December 31, 2011, the Corporation's pension plans did not hold any of the Corporation's securities or assets (December 31, 2010 – none; January 1, 2010 – none). None of the plans assets were used by the Corporation during the year ended December 31, 2011 (2010 – none).

The breakdown of the defined benefit obligation between funded and unfunded plans is as follows:

(\$ THOUSANDS)	Pension Plans			Post-Retirement Benefits		
	December 31, 2011	December 31, 2010	January 1, 2010	December 31, 2011	December 31, 2010	January 1, 2010
Wholly or partially funded plans	\$ 953,586	\$ 826,767	\$ 653,473	\$ –	\$ –	\$ –
Unfunded plans	15,207	12,822	10,228	224,503	196,862	159,331
Defined benefit obligation	\$ 968,793	\$ 839,589	\$ 663,701	\$ 224,503	\$ 196,862	\$ 159,331

The Corporation's net benefit plan expense for the pension and post-retirement benefits plan is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2011	2010	2011	2010
Current service cost	\$ 31,618 ¹	\$ 24,263 ¹	\$ 7,460	\$ 5,687
Interest cost	48,537	45,129	11,352	10,799
Expected return on plan assets	(61,883)	(53,239)	–	–
Net expense	\$ 18,272	\$ 16,153	\$ 18,812	\$ 16,486
Estimated net expense with:				
1% increase in healthcare trend rate			\$ 21,386	\$ 21,473
1% decrease in healthcare trend rate			\$ 16,571	\$ 14,722

¹net of management and confidential employees' contributions of \$6,780 (2010 – \$5,418)

In addition to the expenses noted above, the Corporation contributed \$1.0 million in 2011 (2010 – \$1.0 million) to the BC Public Service Pension Plan.

The Corporation's net charge to OCI and the accumulated charge to retained earnings is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2011	2010	2011	2010
Actuarial (gain)/loss on assets	\$ 11,622	\$ (20,272)	\$ –	\$ –
Actuarial (gain)/loss on liabilities	64,798	122,384	12,909	24,330
Actuarial (gain)/loss on surplus derecognition	(21,289)	(34,365)	–	–
Net charge to retained earnings	\$ 55,131	\$ 67,747	\$ 12,909	\$ 24,330
Accumulated charge to retained earnings – beginning of year	67,747	–	24,330	–
Accumulated charge to retained earnings – end of year	\$ 122,878	\$ 67,747	\$ 37,239	\$ 24,330

The significant actuarial assumptions adopted in measuring the Corporation's defined benefit obligations are as follows (weighted-average assumptions):

	Pension Plans			Post-Retirement Benefits		
	December 31, 2011	December 31, 2010	January 1, 2010	December 31, 2011	December 31, 2010	January 1, 2010
Discount rate	5.20%	5.61%	6.61%	5.20%	5.61%	6.61%
Rate of compensation increase	3.8%	3.8%	3.8%	3.8%	3.8%	3.8%
Inflation rate	2.5%	2.5%	2.5%	2.5%	2.5%	2.5%

The weighted average expected long-term rate of return used in the calculation of the 2011 pension expense was 7.6% (2010 – 7.5%).

At December 31, 2011, the Medical Services Plan trend rate is assumed to be six per cent per annum for the first eight years, decreasing to three per cent per annum thereafter. At December 31, 2010, the Medical Services Plan trend rate was assumed to be six per cent per annum for the first nine years, decreasing to three per cent per annum thereafter. At January 1, 2010, the Medical Services Plan trend rate was assumed to be six per cent per annum for the first ten years, decreasing to three per cent per annum thereafter.

At December 31, 2011, the extended healthcare trend rate is assumed to be eight per cent per annum for the first year, decreasing linearly over eight years to five per cent per annum thereafter. At December 31, 2010, the extended healthcare trend rate was assumed to be eight per cent per annum for the first two years, decreasing linearly over eight years to five per cent per annum thereafter. At January 1, 2010, the extended healthcare trend rate was assumed to be ten per cent per annum for the first three years, decreasing linearly over eight years to six per cent per annum thereafter.

The development of the Corporation's pension and post-retirement benefits plans may also be summarized as follows:

(\$ THOUSANDS)	Pension Plans			Post-Retirement Benefits		
	December 31, 2011	December 31, 2010	January 1, 2010	December 31, 2011	December 31, 2010	January 1, 2010
Fair value of plan assets	\$ 887,803	\$ 801,286	\$ 693,593	\$ –	\$ –	\$ –
Defined benefit obligation	968,793	839,589	663,701	224,503	196,862	159,331
Funded status – plan surplus (deficit)	\$ (80,990)	\$ (38,303)	\$ 29,892	\$ (224,503)	\$ (196,862)	\$ (159,331)
Experience adjustments						
	2011	2010		2011	2010	
Plan assets	\$ (11,622)	\$ 20,272		n/a	n/a	
Plan liabilities	\$ –	\$ 5,316		\$ –	\$ 4,589	

16. Operating Costs by Nature

(\$ THOUSANDS)	2011	2010
Operating Costs – by nature		
Premium taxes and commission expense	\$ 483,729	\$ 471,836
Deferred premium acquisition cost adjustments	59,924	31,180
Employee benefit expense:		
Compensation and other employee benefits	408,282	415,952
Pension and post-retirement benefits (note 15)	38,031	33,714
Professional and other services	36,692	41,643
Road improvements and other traffic safety programs	34,051	35,232
Building operating expenses	32,040	32,194
Office supplies and postage	19,031	18,816
Computer costs	23,054	18,670
Depreciation and amortization	18,161	14,213
Other expenses	6,168	14,582
	\$ 1,159,163	\$ 1,128,032
Operating Costs – consolidated statement of comprehensive income		
Premium taxes and commissions – insurance	\$ 517,361	\$ 477,195
Claims services	262,247	269,227
Operating costs – insurance	208,285	211,245
Operating costs – non-insurance	86,400	84,318
Road safety and loss management services	58,578	60,226
Commissions – non-insurance	26,292	25,821
	\$ 1,159,163	\$ 1,128,032

17. Deferred Premium Acquisition Costs

(\$ THOUSANDS)	2011	2010
Deferred premium acquisition costs, beginning of year	\$ 170,800	\$ 199,100
Acquisition costs related to future periods	219,709	210,581
Amortization of prior year acquisition costs	(170,800)	(199,100)
Actuarial valuation adjustment	(99,706)	(39,781)
Deferred premium acquisition costs, end of year	<u>\$ 120,003</u>	<u>\$ 170,800</u>
Optional	\$ 142,238	\$ 135,400
Basic	(22,235)	35,400
	<u>\$ 120,003</u>	<u>\$ 170,800</u>
Deferred premium acquisition costs	\$ 120,003	\$ 170,800
Prepaid expenses	9,461	13,498
Deferred premium acquisition costs and prepaid expenses	<u>\$ 129,464</u>	<u>\$ 184,298</u>

The commission and premium tax expenses reflected in the consolidated statement of comprehensive income are as follows:

(\$ THOUSANDS)	Commissions	Premium Taxes	Total
2011			
Amount payable	\$ 328,523	\$ 164,333	\$ 492,856
Amortization of prior year deferred premium acquisition costs	108,596	62,204	170,800
Deferred premium acquisition costs	(77,643)	(42,360)	(120,003)
Premium taxes, commission expense and deferred premium acquisition costs	<u>\$ 359,476</u>	<u>\$ 184,177</u>	<u>\$ 543,653</u>
Represented as:			
Insurance	\$ 333,184	\$ 184,177	\$ 517,361
Non-insurance	26,292	-	26,292
	<u>\$ 359,476</u>	<u>\$ 184,177</u>	<u>\$ 543,653</u>
2010			
Amount payable	\$ 309,698	\$ 165,018	\$ 474,716
Amortization of prior year deferred premium acquisition costs	126,092	73,008	199,100
Deferred premium acquisition costs	(108,596)	(62,204)	(170,800)
Premium taxes, commission expense and deferred premium acquisition costs	<u>\$ 327,194</u>	<u>\$ 175,822</u>	<u>\$ 503,016</u>
Represented as:			
Insurance	\$ 301,373	\$ 175,822	\$ 477,195
Non-insurance	25,821	-	25,821
	<u>\$ 327,194</u>	<u>\$ 175,822</u>	<u>\$ 503,016</u>

18. Related Party Transactions

ICBC is a wholly-owned Crown corporation of the Province of BC.

All transactions with the Province of BC ministries, agencies and Crown corporations occurred in the normal course of providing insurance, registration and licensing for motor vehicles and are at arm's length, which is representative of fair value unless otherwise disclosed in these notes.

The Corporation acts as agent for the Ministry of Finance regarding the collection of social service taxes and tax on designated property on privately sold used vehicles and motor vehicle related debts, and the collection of the provincial portion of harmonized sales tax on imported vehicles. The Corporation is the sole provider of Basic automobile insurance (note 1) in the province and, therefore, insures, at market rates, vehicles owned or leased by the Province of BC and its controlled entities. As a consequence of these relationships, the Corporation has, at any time, amounts owing to or from various government departments or ministries in the ordinary course of business.

The Corporation is also responsible for collecting and remitting in full to the Province of BC all vehicle-related fees for acquiring and distributing licence plates and decals including permits and other fees and fines. The costs associated with the licensing and compliance activities conducted on behalf of the Province of BC are borne by the Corporation and are included in the consolidated statement of comprehensive income as operating costs – non-insurance.

Excess Optional capital to be transferred to the Province of BC (note 19) at December 31, 2011 totalled \$101.4 million which has been accrued as a payable. At December 31, 2010, which was the first year that the Corporation was required to transfer excess Optional capital, excess Optional capital to be transferred to the Province of BC was \$575.7 million; of which \$300.0 million was advanced earlier during 2010 and the remaining \$275.7 million was accrued as a payable at year-end.

The Corporation has defined key management as members of the Board of Directors and management employees at the Vice-President level and above. The compensation for key management is shown below:

(\$ THOUSANDS)	2011	2010
Key management compensation		
Compensation and other employee benefits	\$ 8,319	\$ 8,107
Pension and post-retirement benefits	939	878
	\$ 9,258	\$ 8,985

At December 31, 2011, \$1.7 million (December 31, 2010 – \$2.3 million; January 1, 2010 – \$2.2 million) was payable to key management.

The Corporation contributes to several defined benefit pension and post-retirement plans. Transactions with these entities are disclosed in note 15. During the year ended December 31, 2011, the Corporation paid \$2.2 million (2010 – \$2.2 million) in administrative expenses and investment management fees on behalf of these plans interest free. In addition, the Corporation provides certain administrative, investment management and office services to the plans at no charge. At December 31, 2011 \$6.0 million (December 31, 2010 – \$6.0 million; January 1, 2010 – \$1.1 million) was payable to these plans for employer contributions.

Other related party transactions have been disclosed elsewhere in the notes to the consolidated financial statements.

19. Capital Management

The Corporation's capital is comprised of retained earnings and other components of equity. The Corporation's objectives for managing capital are to maintain financial strength including the management of ongoing business risks and protect its ability to meet the obligations owed to policyholders and others.

ICBC has set an internal corporate management target for the minimum capital test (MCT) as defined by the Office of the Superintendent of Financial Institutions (OSFI), of a minimum of 175.0% for 2011 (2010 – 170.0%). The MCT utilizes a risk-based formula to assess the solvency of an insurance company by defining the capital available that is required to meet the minimum standards. The Corporation was in compliance with internal management targets throughout 2011. At December 31, 2011, the Corporation's MCT was 189.2% (2010 – 208.8%).

The corporate management target for MCT is comprised of two components being the Basic and Optional insurance business MCT targets. For the Basic insurance business, the British Columbia Government's Special Direction IC2 requires the Corporation, through BCUC oversight, to maintain capital available equal to at least 100% of MCT.

For the Optional insurance business, the *Insurance Corporation Act* requires the Corporation to maintain a management target comprised of the supervisory target as set out in the MCT guideline, and the margin, calculated by the Corporation's actuary and validated by the independent actuary appointed by the Board of the Corporation, that reflects the Corporation's risk profile and its ability to respond to adverse events that arise from those risks, the MCT guideline, and the Guideline on Stress Testing issued by OSFI.

Excess Optional capital at fiscal year-end, net of any deductions approved by the Treasury Board is to be transferred to the Province of BC by July 1 of the following year.

The Corporation has embarked on a business renewal program known as the Transformation Program to address key business issues, including increased customer expectations regarding products, service and price along with replacing aging technology systems. The Transformation Program includes multiple projects to collectively help the Corporation achieve its strategy and future objectives. The funding required for this project is obtained from Optional capital. The Transformation Program reserve represents a component of retained earnings internally set aside for this program. The reserve, net of costs expensed, is a Treasury Board approved deduction from the excess Optional capital transfer and is as follows:

(\$ THOUSANDS)	2011	2010
Transformation Program Reserve		
Balance, beginning of year	\$ 365,225	\$ –
Transfer from retained earnings (Optional capital)	–	400,000
Costs including depreciation expensed during the year	(31,645)	(34,775)
Balance, end of year	\$ 333,580	\$ 365,225

In addition, there were also \$35.1 million (December 31, 2010 – \$13.2 million; January 1, 2010 – nil) of Transformation Program costs capitalized in property, equipment and intangible assets (notes 10 and 11).

20. Contingent Liabilities and Commitments

a) Structured settlements

Certain injury claims are settled through the use of various structured settlements which require the Corporation to provide the claimant with periodic payments. The Corporation's injury claims are primarily settled through the use of structured settlements.

The Corporation purchases an annuity from an approved life insurance company to make these payments. In the event the life insurance company fails in its obligation, the risk to the Corporation is mitigated as the claimant will continue to receive payments, up to certain limits, from a not-for-profit organization that is funded by the insurance industry and endorsed by the Federal Government. The Corporation is only responsible for making payments for the excess, if any, between the claimant's annuity payments and the payment from the not-for-profit organization. At present, four federally licensed life insurance companies are approved for use by the Corporation. An insurance company is approved based on an ongoing analysis of total assets, credit rating analysis, and past service history. The present value of these structured settlements at December 31, 2011 is approximately \$1.10 billion (December 31, 2010 – \$1.01 billion; January 1, 2010 – \$0.96 billion), which are not recorded in the consolidated financial statements of the Corporation. Management does not believe any provision for credit risk is required in relation to these annuities at December 31, 2011 as all approved life insurance companies are rated investment-grade and are backed by the not-for-profit organization. To date, the Corporation has not experienced any losses resulting from these arrangements.

b) Lease payments

The Corporation has entered into operating leases of certain rental properties for varying terms. The annual rental payments pursuant to these leases over the next five years and beyond and the net present value are as follows:

(\$ THOUSANDS)	Lease Payments	Net Present Value
Up to 1 year	\$ 12,275	\$ 11,807
Greater than 1 year, up to 5 years	23,586	21,030
Greater than 5 years	2,544	2,014
	\$ 38,405	\$ 34,851

The operating lease payments recognized as an expense during the year were \$16.5 million (2010 – \$15.2 million).

c) Other

The Corporation entered into separate agreements to acquire three investment properties totalling \$52.3 million. These acquisitions are expected to settle in 2012. The Corporation also entered into two agreements to provide mortgage funding in 2012 totalling \$3.5 million.

In addition, there were two other commitments made. One to acquire \$14.9 million of computer software by 2013. The other commitment is for annual telecommunication services until 2021, with a total contract value of \$50.6 million.

21. Regulation over Basic Insurance

As discussed in note 1, the Corporation is subject to regulation by BCUC. BCUC has jurisdiction over the Corporation's rates and services for Basic insurance, and responsibility for ensuring that the Basic insurance business does not subsidize the Corporation's Optional insurance business. In addition, BCUC sets rates for Basic insurance that allow it to achieve the regulated capital targets and is responsible for directing ICBC to achieve regulated targets for total Corporation and Optional insurance.

For the regulation of the Corporation's Basic insurance rates, BCUC is required to ensure that the rates are just, reasonable, not unduly discriminatory and not unduly preferential. BCUC is required to fix rates on the basis of accepted actuarial practice, to pay for certain specified costs, to ensure the Corporation maintains the required capital, to ensure rates are not based on age, gender or marital status, and to ensure increases or decreases in rates are phased in, in a stable and predictable manner.

BCUC requires the Corporation to follow the financial allocation methodology it has approved with respect to allocating costs between Basic and Optional insurance business, and non-insurance business.

BCUC initiates regulatory processes on its own initiative or upon application by the Corporation. It uses oral hearing, written hearing, or negotiated settlement processes to review applications and subsequently issue legally binding decisions.

The Corporation is required to incur a portion of BCUC's general operating expenses as well as its costs associated with each ICBC proceeding. BCUC can also order the Corporation to reimburse other proceeding participants for specified costs such as legal and expert witness fees.

Allocation of Basic and Optional amounts

The Corporation operates its business using an integrated business model. Although the majority of premium revenues and costs are specifically identifiable as Basic or Optional (note 1), certain costs are not tracked separately. For those revenues and costs that are not specifically identified as Basic or Optional, a pro-rata method of allocation has been used to allocate the revenues and costs between the two lines of business. This method allocates revenues and costs to each line of business based on the drivers of those revenues and costs, the degree of causality and any BCUC directives. BCUC directives have been applied on a prospective basis.

Included in Basic are non-insurance costs, as the Corporation is required to provide non-insurance services such as driver and vehicle licensing and vehicle registration.

(\$ THOUSANDS)	Basic Coverage		Optional Coverage		Total	
	2011	2010	2011	2010	2011	2010
Net premiums written	\$ 2,053,470	\$ 2,070,487	\$ 1,639,366	\$ 1,608,880	\$ 3,692,836	\$ 3,679,367
Revenues						
Net premiums earned	\$ 2,054,598	\$ 2,066,572	\$ 1,618,612	\$ 1,600,752	\$ 3,673,210	\$ 3,667,324
Service fees	27,089	29,827	23,263	24,801	50,352	54,628
Total earned revenues	2,081,687	2,096,399	1,641,875	1,625,553	3,723,562	3,721,952
Claims and operating costs						
Provision for claims occurring in the current year (note 12)	1,941,504	1,785,765	938,626	968,312	2,880,130	2,754,077
Change in estimates for losses occurring in prior years (note 12)	(10,364)	(1,385)	(4,028)	(654)	(14,392)	(2,039)
Claim services, road safety and loss management services	211,177	218,692	109,648	110,761	320,825	329,453
	2,142,317	2,003,072	1,044,246	1,078,419	3,186,563	3,081,491
Operating costs – insurance (note 16)	89,504	89,044	118,781	122,201	208,285	211,245
Premium taxes and commissions – insurance (note 17)	203,782	171,203	313,579	305,992	517,361	477,195
	2,435,603	2,263,319	1,476,606	1,506,612	3,912,209	3,769,931
Underwriting (loss) income	(353,916)	(166,920)	165,269	118,941	(188,647)	(47,979)
Investment income (note 9)	278,428	332,834	163,052	197,485	441,480	530,319
(Loss) income – insurance operations	(75,488)	165,914	328,321	316,426	252,833	482,340
Loss – non-insurance operations	(112,692)	(110,139)	–	–	(112,692)	(110,139)
Net (loss) income for the year	\$ (188,180)	\$ 55,775	\$ 328,321	\$ 316,426	\$ 140,141	\$ 372,201
Equity						
Retained earnings, beginning of year	\$ 1,180,218	\$ 1,183,096	\$ 1,503,146	\$ 1,795,856	\$ 2,683,364	\$ 2,978,952
Net (loss) income for the year	(188,180)	55,775	328,321	316,426	140,141	372,201
Excess Optional capital transfer to Province of BC (note 18 and 19)	–	–	(101,386)	(575,712)	(101,386)	(575,712)
Pension and post-retirement benefits actuarial loss	(43,137)	(58,653)	(24,903)	(33,424)	(68,040)	(92,077)
Retained earnings, end of year	948,901	1,180,218	1,705,178	1,503,146	2,654,079	2,683,364
Other components of equity	180,780	334,240	91,615	181,483	272,395	515,723
Total equity	\$ 1,129,681	\$ 1,514,458	\$ 1,796,793	\$ 1,684,629	\$ 2,926,474	\$ 3,199,087

(\$ THOUSANDS)	Basic Coverage		Optional Coverage		Total	
	2011	2010	2011	2010	2011	2010
Liabilities						
Unearned premiums	\$ 971,990	\$ 973,119	\$ 790,636	\$ 769,882	\$ 1,762,626	\$ 1,743,001
Provision for unpaid claims (note 12)	\$ 4,823,481	\$ 4,578,991	\$ 1,669,238	\$ 1,604,016	\$ 6,492,719	\$ 6,183,007

22. Role of the Actuary and Auditor

The responsibility of the Board appointed actuary is to carry out an annual valuation of the Corporation's policy liabilities which include provisions for claims and claims expenses, unearned premiums and deferred premium acquisition costs in accordance with accepted actuarial practice and regulatory requirements, and report thereon. In performing the valuation, the actuary makes assumptions as to the future rates of claims frequency and severity, inflation, reinsurance recoveries, and expenses taking into consideration the circumstances of the Corporation and the insurance policies in force. The actuary, in his verification of the underlying data used in the valuation, also makes use of the work of the independent auditor. The actuary's report outlines the scope of his work and opinion.

The independent auditor has been appointed by the Board of Directors. The auditor's responsibility is to conduct an independent and objective audit of the consolidated financial statements in accordance with generally accepted auditing standards and report thereon. In carrying out the audit, the auditor considers the work of the actuary when considering the provision for claims and claims expenses, unearned premiums, and deferred premium acquisition costs. The auditor's report outlines the scope of the audit and related opinion.

corporate governance

Governance defines the roles, relationships, powers and accountability among shareholders, the Board of Directors and management. Governance of a Crown corporation also requires that responsibility be clearly articulated for meeting public policy objectives.

ICBC's relationship to government

At the highest level, governance of a Crown corporation is defined through legislation applicable to all Crown corporations, such as the *Budget Transparency and Accountability Act*, the *Financial Administration Act*, the *Financial Information Act*, and the *Freedom of Information and Protection of Privacy Act*. Under these provincial laws, ICBC is accountable for making public our strategic plan (i.e., Service Plan) and performance against the plan (i.e., Annual Report), as well as providing financial and other information as the legislation requires.

Individual Crown entities are governed by legislation specific to each Crown corporation. The specific legislation to which ICBC must adhere includes:

- the *Insurance Corporation Act*,
- the *Insurance (Vehicle) Act*,
- the *Motor Vehicle Act*,
- the *Motor Vehicle (All Terrain) Act*,
- the *Commercial Transport Act*,
- the *Family Maintenance Enforcement Act*,
- the *Social Service Tax Act*, and
- the *Offence Act*.

ICBC was created under the *Insurance Corporation Act*. This legislation was amended in 2003 to establish the BCUC as the independent regulator for Basic insurance rates. As ICBC is the sole provider of Basic insurance in BC, this regulatory environment is important, providing customers with an independent and transparent review of our Basic insurance operations and an opportunity to be involved in the review. The non-insurance services we provide on behalf of the provincial government are set out in a Service Agreement between ICBC and the Province and are funded by Basic insurance premiums.

Individual Crown entities are also governed by the Shareholder's Letter of Expectations established between each Crown corporation and the minister responsible. The Shareholder's Letter of Expectations is an agreement on the respective roles and responsibilities of the provincial government and the corporation. It outlines high-level performance and reporting expectations, public policy issues and strategic priorities, as well as providing direction specific to ICBC in several key areas.

As demonstrated through the results reported in ICBC's 2011 Annual Report, ICBC has complied with the performance expectations outlined in our 2011 Shareholder's Letter of Expectations. This includes the specific items outlined on the following page.

shareholder's letter of expectations	ICBC alignment
climate change	
<ul style="list-style-type: none"> Contribute to the BC Provincial Government's climate action objectives and comply with the requirement to be carbon neutral in accordance with the <i>Greenhouse Gas Reduction Targets Act</i>. 	<ul style="list-style-type: none"> ICBC established the 2007 baseline of the company's environmental footprint and implemented government's SMARTTOOL to track and report on the company's greenhouse gas emissions. ICBC has met the requirement to be carbon neutral by 2010. ICBC continues to implement initiatives to reduce our carbon footprint, e.g., continuing energy retrofits, further switch to 100% recycled office paper, building the new Driver Licensing Centre to LEED Gold standards, and a 10 month internal "Curb the Carbon" campaign to encourage employees to help reduce greenhouse gas emissions. ICBC has sponsored campaigns that help drivers understand how good driving practices can reduce fuel costs, lower carbon emissions, and improve road safety.
capital management frameworks	
<ul style="list-style-type: none"> Comply with revised capital management frameworks for Basic and Optional insurance established by the Shareholder. 	<ul style="list-style-type: none"> ICBC is complying with the revised capital management frameworks for Basic and Optional insurance.
transformation program	
<ul style="list-style-type: none"> Invest in ICBC's systems and processes as part of a Transformation Program to meet increasing customer expectations, better ensure the reliability of systems and improve options for customers, and implement more streamlined processes for employees that will improve customer service. 	<ul style="list-style-type: none"> ICBC has begun its multi-year Transformation Program, and is on track with projects that will collectively help ICBC improve services and options for customers and will provide employees with the tools they need to be successful and to better meet customer expectations.
road safety laws	
<ul style="list-style-type: none"> Support implementation of government's new road safety legislation and regulations including new impaired driving and motorcycle safety laws. 	<ul style="list-style-type: none"> ICBC works with government and stakeholders to implement road safety initiatives and supports these initiatives through public education and awareness strategies.
other initiatives	
<ul style="list-style-type: none"> Ensure the Shareholder is advised in advance of the release of information requests under the <i>Freedom of Information and Protection of Privacy Act</i>. Comply with the international Payment Card (PCI) Data Security Standards. Continue to support government's policy objectives with respect to off-road vehicles, identity management, climate action, updating the <i>Family Compensation Act</i>, and other road safety initiatives. 	<ul style="list-style-type: none"> ICBC works with the Government of British Columbia through a process for <i>Freedom of Information and Protection of Privacy Act</i> requests that meets Government needs and does not delay response times. ICBC is fully compliant with the international Payment Card (PCI) Data Security Standards. ICBC is working with government to support government's policy objectives.
administration of government initiatives	
<ul style="list-style-type: none"> Work with the Shareholder to prepare an annual plan for all ICBC projects that support government initiatives for approval by Treasury Board. 	<ul style="list-style-type: none"> ICBC is working with the provincial government to establish an annual planning process for ICBC projects that are implemented in support of government initiatives.
governance and administrative framework	
<ul style="list-style-type: none"> Ensure that corporate priorities reflect government's goals. Comply with the Shareholder's requirements for Crown corporations, including reporting and information-sharing, Board appointment processes, <i>Public Sector Employers Act</i> and related requirements, rules related to lobbyists, etc. 	<ul style="list-style-type: none"> ICBC continues to align corporate priorities with government's goals. ICBC continues to comply with the Government of British Columbia's guidelines and directions for Crown corporations.

The 2012 Government Letter of Expectations (formerly the Shareholder's Letter of Expectations) is posted on our website at icbc.com. It continues ICBC's mandate to provide Basic and Optional auto insurance in an integrated manner with rates that are not based on age, gender or marital status, and to provide vehicle registration and licensing, driver licensing, violation ticket administration and government fine collection services on behalf of the provincial government. It continues many of the expectations from the 2011 Shareholder's Letter of Expectations and, for 2012, there is an increased emphasis that the operations of ICBC be done as efficiently as possible, in order to ensure families are provided with services at the lowest cost possible; that ICBC will conduct province-wide public engagement to gather input on a range of options for future Basic risk-sharing rate changes; and, to the greatest extent possible, ICBC should participate in the Government's open data and public engagement opportunities.

ICBC board governance

The Board of Directors guides ICBC in fulfilling its mandate and sets our corporate direction. The Board and management approve our vision, mission, and values that guide us. The Board sets overall corporate strategy, our goal and the objectives and strategies upon which accountability and performance are evaluated. Performance is reviewed and reported regularly.

As a Crown corporation, ICBC's Board members are appointed by the Lieutenant Governor-in-Council. The Board of Directors consists of members with a broad range of expertise and experience. The individual members each play an important role and also contribute as members of committees of the Board. The chart on page 95 shows ICBC's Board of Directors and its committees, members and mandates.

The governance processes and guidelines outlining how the Board will carry out its duties of stewardship and accountability are set out in the Board Governance Manual, which is updated annually by the Governance Committee. ICBC's Board complies with the provincial government "Board Resourcing and Development Office Guidelines" and has adopted the guiding principles of the "Governance Framework for Crown Corporations: Best Practices Governance and Disclosure Guidelines". Additional information is available on our website at icbc.com.

ICBC's Board of Directors has adopted the guiding principles included in the provincial government "Governance Framework for Crown Corporations". These principles provide an understanding of the roles and responsibilities for all parties that are part of the Crown corporation governance environment:

- Stewardship, leadership and effective functioning of the Board
- Clarity of roles and responsibilities
- Openness, trust and transparency
- Service and corporate citizenship
- Accountability and performance
- Value, innovation and continuous improvement

schedule of guarantees and indemnities as at December 31, 2011

There were no guarantees or indemnities provided by the Corporation during the fiscal year 2011.

schedule of debts as at December 31, 2011

There were no long term debts secured by the Corporation at December 31, 2011.

financial information reconciliation for the year ended December 31, 2011

(\$ THOUSANDS)

Consolidated statement of cash flow (see page 8)

Cash paid		\$ 5,153,174
Payments to vendors of property and equipment		<u>86,833</u>
Total payments		\$ 5,240,007
Adjustments:		
Payments to claimants and third parties on behalf of claimants and other adjustments	\$ (1,795,454)	
Policyholders for premium refunds	<u>(315,916)</u>	
	(2,111,370)	<u>(2,111,370)</u>
Total payments after adjustments		<u>\$ 3,128,637</u>
Amounts paid per the Financial Information Act schedules		
Employees		\$ 400,420
Board of Directors		333
Suppliers for Goods and Services		2,727,884
Total payments per the Financial Information Act Report		<u>\$ 3,128,637</u>

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
ABE I.	102,200	1,103	BARNES S.	75,390	0
ABEL E.	82,470	255	BARRETT G.W.	128,850	1,724
ABID M.S.	81,689	0	BARRETT S.	76,679	759
ADAMS R.W.	108,699	1,019	BASARABA K.	75,643	6,244
ADLKIRCHNER A.G.	82,383	830	BASRA S.S.	104,430	423
AHERN P.A.	123,375	12,099	BATISTA F.	144,097	2,323
AIMERS K.	93,241	2,330	BAUER G.W.	79,977	1,487
AITKEN R.	107,464	23,599	BEAQUE C.	85,189	141
ALBANESE V.	191,928	8,348	BEASLEY D.	75,646	0
ALIMORADI S.	81,552	55	BEAUDOIN D.	151,568	18,360
ALLEN R.C.	95,292	2,981	BEAULIEU A.	293,347	9,979
ALTWASSER F.P.	99,596	2,736	BEAULIEU M.	76,530	800
ANDERSEN C.L.	142,623	3,249	BEAUREGARD G.	125,653	2,845
ANDERSEN J.C.	174,838	6,816	BECK J.R.	128,107	1,336
ANDERSON C.	93,966	95	BECK K.	76,430	1,340
ANDERSON C.R.	76,436	354	BEECH R.	81,324	0
ANDERSON D.R.	130,955	1,463	BEGGS J.	174,583	10,697
ANDERSON W.	125,061	1,395	BENINCASA J.	97,042	3,195
ANDREW D.L.	86,965	2,048	BENSON L.	113,321	13,383
ARAI B.	103,387	1,294	BENTLEY L.	87,822	1,968
ARCHIBALD J.	109,275	2,850	BEST V.	116,303	660
ARMITAGE S.	75,154	2,916	BESZEDES D.	84,726	601
ARMSTRONG C.	86,276	1,344	BETKER J.	96,303	3,822
ARNDT J.	97,683	292	BIEBERSTEIN A.	108,146	3,398
ARNOLD K.	75,521	8,408	BIEHLER J.L.	79,723	459
ARTHUR J.	85,913	6,643	BISHOP C.	90,224	1,099
ARTS M.A.	81,738	1,750	BISHOP SH.	80,753	0
ASAOKA S.M.	82,497	0	BISHOP SY.	164,217	2,872
ASAPH S.L.	84,739	2,196	BJELDE C.	85,123	471
ATHERTON J.P.	128,090	1,828	BJORNSON M.C.	79,256	13,538
ATKER J.	83,062	0	BLACK G.	156,617	3,210
ATKINS P.L.	101,302	2,673	BLACK J.	121,793	4,043
AUGUSTINE B.	85,986	0	BLACKLOCK J.	99,527	10,821
AUJLA S.	75,112	3,129	BLUCHER M.	313,507	85,362
AUVACHE C.	84,982	1,211	BOAN D.	137,850	8,562
BAADSVIK E.J.	92,097	731	BOAS L.	79,976	1,908
BACHAND J.	105,782	4,230	BODIN G.E.	101,217	3,257
BADANIC D.J.	82,912	188	BODNAR C.P.	116,858	2,771
BADOWSKI R.L.	80,067	237	BODNAR L.	104,267	3,160
BAGHERI P.	85,777	6,903	BOGDANOVIC S.	75,393	1,066
BAINS J.	134,395	2,185	BOGLARI S.	87,317	1,176
BAINS S.	90,379	1,099	BOOTH B.A.	101,149	3,488
BAIRD P.	82,005	370	BOOYENS J.	121,692	107
BAKER H.	77,039	158	BOURDIN E.	93,231	1,518
BAKER L.	83,803	18,720	BOURNE J.R.	89,939	2,655
BALDWIN K.	124,283	2,678	BOWEN A.	132,187	1,995
BALDWIN S.	75,892	6,724	BOYTINCK T.	85,827	3,946
BALL K.	124,395	2,550	BRADSEN L.	75,395	1,090
BALLANCE K.	116,954	2,285	BRANDT T.E.	89,908	1,076
BANKS M.	76,226	4,346	BREARLEY A.	99,241	1,334
BANNISTER G.	88,465	3,786	BREGEDA K.	86,899	8,115
BARKLEY D.M.	77,586	1,190	BREWER S.C.	82,085	0
BARLOW M.	78,266	13,231	BRIGGS S.K.	77,511	674
BARNES C.A.	94,506	1,277	BRISCO M.	81,132	1,035

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
BROPHY P.	106,229	488	CELIO A.	105,085	407
BROWN C.	223,284	9,661	CHAMBERLAIN P.W.	83,307	0
BROWN G.G.	97,500	4,522	CHAN B.R.	75,701	1,304
BROWN K.	101,990	5,366	CHAN J.K.	85,866	2,267
BROWN M.	81,389	210	CHAN M.	76,387	0
BROWNE M.	104,248	212	CHAN M.D.	99,336	1,007
BRUNAC-WHITE S.	85,333	16,096	CHAN R.	92,030	240
BRUNEAU M.	88,146	1,700	CHAN S.	97,107	958
BRUNO M.	76,772	4,575	CHAN S.Y.	107,666	601
BRUNSCH S.	134,871	1,332	CHAN T.	145,235	4,934
BRYAN M.	109,009	9,638	CHANDANI S.	108,739	555
BUCKBERRY D.J.	102,818	3,548	CHANDRA S.	95,186	2,666
BUDD B.	82,497	2,250	CHANG P.	91,275	1,674
BULHOES G.	84,297	676	CHANG R.K.	138,455	20
BURCHILL S.	87,037	637	CHAPIN W.	366,664	8,426
BURNETT P.	125,572	2,182	CHAPMAN S.	92,019	1,316
BURRILL S.	81,588	258	CHAPUT R.	117,878	4,094
BURROWS M.	86,195	324	CHASE P.B.	103,015	1,188
BURT A.	82,994	0	CHAUDHRY A.	337,146	8,379
BUTLER G.	173,688	1,048	CHAWLA G.	86,145	0
CAIN P.	89,693	6,977	CHEADLE L.	76,065	593
CALBICK L.	81,053	3,603	CHELA S.	77,467	0
CAMPBELL B.J.	110,880	3,777	CHEN A.	123,498	7,535
CAMPBELL E.J.	81,567	158	CHEN S.	123,102	13,053
CAMPBELL J.H.	159,299	4,649	CHENG B.	171,142	3,680
CAMPBELL L.	88,264	3,176	CHEUNG P.	125,428	9,897
CANOFARI S.	116,620	1,406	CHIANG J.	160,595	2,262
CANTER J.	131,965	21,852	CHICOINE M.W.	217,221	14,998
CAO Q.	85,466	2,162	CHIU C.	128,216	1,086
CARABINE A.E.	87,866	1,167	CHIU G.	75,921	4,708
CARAGATA G.	97,912	342	CHIU G.L.	85,380	0
CARAVETTA M.	123,937	3,465	CHIU P.	77,666	0
CAREY D.	82,018	3,593	CHORNEY L.	85,614	1,773
CARKENER J.	103,375	1,516	CHORNEY T.	76,841	279
CARLE S.M.	236,622	1,886	CHOW B.	86,868	1,891
CARLOW J.	84,432	1,624	CHOW M.	113,582	1,186
CARNEY L.	76,560	0	CHRISTENSEN A.	101,075	5,739
CARPENETTI A.	76,519	31	CHRISTENSEN H.F.	78,522	537
CARPENTER W.	96,988	26,086	CHRISTENSEN L.	107,696	878
CARSON C.	75,514	7,704	CHU A.	91,637	3,202
CARSTENS N.L.	101,835	2,872	CHU E.	87,313	0
CARSWELL G.	106,039	3,507	CHUNG D.	89,500	15
CARTER J.	158,033	5,947	CHUNICK L.	76,207	0
CARTER L.	83,973	569	CIAMPelletti J.	84,690	4,071
CARTER L.M.	87,918	2,019	CIARDULLO G.	75,673	478
CARTER M.G.	117,333	4,323	CICCOZZI F.	100,027	2,067
CARUSI A.	76,589	953	CIOCAN D.	115,092	2,238
CARUSI J.	113,235	3,640	CLAIR K.	93,208	4,661
CASWELL D.	136,921	3,366	CLANCY D.	181,629	15,635
CATALANO R.	87,917	613	CLARK C.	106,698	5,117
CATHCART M.	79,023	40	CLARK H.	78,331	595
CATLEY T.	84,467	0	CLARK D.	89,858	58
CAWTHRA B.	75,798	1,849	CLARKE E.	79,747	458
CELETTI N.	116,709	948	CLAYTON J.	109,848	23,142

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
CLAYTON S.	76,107	2,727	DELL A.	121,365	2,965
CLENAHAN D.A.	106,616	4,096	DELMARK R.	90,726	0
CLENDENAN K.	119,789	1,197	DENIS P.K.	97,634	726
CLEVELAND K.	166,352	17,432	DENNIS C.	87,118	5,181
CLIFFORD R.	162,459	1,829	DERBY L.	92,551	4,710
CLOUTIER J.N.	77,702	8,050	DESABRAIS B.	144,010	1,810
COADY A.	166,357	4,523	DESHANE R.	101,509	400
COATES W.	109,244	9,987	DEVRIES K.R.	78,320	84,676
COELHO L.M.	100,113	3,554	DHANANI Y.	117,172	3,181
COLLINGS N.	78,372	342	DI POMPONIO F.	76,505	974
COLLINS B.	135,184	4,302	DI TOSTO R.S.	103,070	2,028
COMBERBACH S.	117,854	23,578	DIAS R.	153,254	557
COMEAU S.	80,115	1,442	DICESARE J.	93,742	1,504
CONNAGHAN S.P.	105,784	4,517	DICKINSON J.	219,414	32,352
CONNOLLY A.	82,326	55	DILWORTH J.	126,793	2,190
CONSTABLE C.	94,357	5,655	DINNIE S.A.	77,396	263
CONWAY L.J.	97,348	4,370	DINOTO G.	80,434	1,584
COOK B.	77,287	0	DIXON B.J.	83,154	9,485
COOK C.	95,780	258	DIXON C.J.	77,493	155
COOPER A.	113,631	965	DIXON T.	101,820	3,242
COOPER D.	91,568	1,300	DOELL L.B.	76,776	748
COPP D.	87,428	568	DOLINSKY R.	101,156	4,120
CORSIE T.	96,323	7,670	DOMES J.M.	102,650	158
COULING G.	78,805	2,256	DONALDSON C.	110,720	856
COULTHARD R.	75,011	0	DONG J.	113,070	1,915
COURTNEY T.	97,438	57,801	DOOLING J.	163,333	2,872
CRABTREE S.	94,894	226	DORAN A.	240,239	2,020
CRAIG B.	102,208	3,703	DORICIC J.	160,191	10,427
CRAN G.	114,182	1,953	DOSANJH J.K.	79,816	0
CRAVER S.A.	213,171	13,408	DOWDELL A.	79,507	1,253
CRIPPS L.	76,121	24	DOWLE G.	92,147	0
CROCOCK P.	136,167	23,293	DOWNEY M.	94,895	744
CROIN L.	82,504	948	DOYLE C.	78,580	0
CROMBIE S.	78,681	2,506	DRAPER L.	102,160	87
CROSBY A.	76,486	1,451	DREYER P.	171,678	11,462
CROSS T.	95,343	158	DU PLESSIS A.	148,900	3,074
CRYSLER E.	97,732	5,230	DUBE D.M.	218,624	2,376
CUDLIP A.G.	137,800	2,581	DUDGEON D.	116,347	368
CULOS E.R.	105,244	800	DUFAULT D.	75,431	2,622
CURRAN C.	152,143	371	DUFFIELD J.	102,247	4,905
CURRAN J.	77,178	370	DUFFY J.	90,806	259
CUTAIA D.	78,642	3,457	DUGAY A.	80,641	131
DAKIN M.	145,805	6,087	DUNSTAN M.	136,610	3,842
DAMON C.L.	89,348	795	DUNWOODY P.C.	157,601	13,842
DANIELS P.	87,401	780	DUTCHYN D.W.	77,027	650
DAVIDSON B.	79,230	1,356	DYCK M.H.	108,219	9,040
DAVIS S.G.	97,744	3,880	DYKSTRA J.	108,512	2,238
DAVIS T.	100,665	4,454	EASTWOOD G.	219,398	4,527
DAWKINS F.	76,881	0	ECKARDT M.	85,230	1,077
DAY T.M.	77,194	2,838	EDDIN S.	398,417	9,889
DEAN K.	92,357	1,546	EDEN G.	151,398	5,089
DEAR K.	101,495	235	EDWARDS B.	107,605	2,418
DEHESTANI A.	80,457	0	EILERS K.E.	124,059	1,473
DEHESTANI D.	77,343	603	EKELUND D.A.	106,138	965

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
ELDER J.	184,490	597	FRANSSSEN H.	76,568	0
ELKIN R.A.	116,081	4,984	FRANZKE I.	86,936	2,409
ELLIOTT G.	102,405	350	FRASER S.	92,041	3,588
ENG M.	95,353	1,358	FREEMAN N.	101,162	1,380
ENQVIST C.D.	101,679	3,475	FREEMAN S.	97,147	750
ERHARDT J.	76,809	0	FREZELL C.	98,115	56
ERICKSON D.M.	94,669	784	FRIDAY L.	118,151	2,126
ERIKSEN L.M.	77,969	4,323	FRIESEN M.	93,952	4,107
EUGENE H.B.	80,975	1,569	FRITZ J.	106,070	495
EUPER V.	160,495	7,804	FROST S.	103,917	3,062
EVANS A.	109,441	7,132	FUKAKUSA G.	103,306	2,931
EVANS J.L.	101,195	4,441	FULLERTON S.	104,054	2,108
EVANS J.R.	86,230	3,817	FUNG B.	111,038	2,829
EVERELL H.	109,568	7,123	FURLONG D.	102,147	1,013
EVINGER P.	80,851	0	FYFE M.	82,130	571
FABRO S.	88,399	9,218	GABAS M.	104,685	2,099
FAIRBRIDGE C.	129,046	7,130	GALLANT C.L.	105,286	839
FAIRHURST R.G.	108,361	7,502	GALLOWAY J.	78,466	4,876
FANG M.	76,011	2,443	GAMBLE B.J.	102,496	356
FANTINIC N.A.	84,386	2,059	GAMBLE J.	132,963	7,370
FARLEY G.E.	218,465	118	GARCIA M.	93,636	0
FARR J.	92,806	1,440	GARDINER G.G.	111,265	377
FARRELL S.M.	85,481	17,042	GARDNER J.	112,146	845
FAST L.	89,948	726	GARDNER P.	149,093	1,481
FAVARO R.	91,869	2,899	GARLOUGH L.	85,523	2,158
FAZEKAS A.	100,362	4,528	GARRIOCH S.	82,394	755
FEARS E.M.	102,700	423	GASTER H.R.	86,424	2,007
FEDERICO E.	85,194	0	GAULEY K.	118,095	2,382
FEDOROFF G.	111,770	1,660	GAUVREAU S.	76,170	1,843
FELIX N.D.	138,514	2,985	GEBERT M.	102,095	1,324
FENRICH R.	216,174	0	GELIN K.	102,388	294
FERGUSON M.	79,022	1,526	GERMAN A.J.	80,632	1,465
FERGUSON R.M.	77,648	13,357	GERMANN B.	75,343	1,362
FERRARI D.	125,722	1,825	GEYSENDORPHER A.	100,666	1,453
FERRISS J.A.	75,895	4,101	GHAELI R.	84,308	1,064
FIDANZA G.	85,901	0	GIBBONS D.	111,213	284
FIELDING J.	105,556	4,536	GIBSON C.	151,506	40,014
FILIPCHUK D.	91,737	1,858	GIBSON M.	133,727	3,262
FINNERTY D.S.	106,067	0	GIESBRECHT D.	119,387	270
FLEMING G.	156,339	535	GILFILLAN S.	90,229	4,902
FLORO S.	120,989	1,310	GILL SA.	75,163	332
FLOYD J.	85,954	0	GILL SI.	94,818	2,911
FOLEY J.	81,903	2,159	GILLESPIE D.	104,238	744
FOLEY M.	85,406	4,587	GILLEY J.	108,892	3,177
FONG M.	95,401	814	GILLICH C.	76,011	120
FOORT A.	87,715	1,348	GIN J.	97,221	0
FORBES I.	141,511	11,580	GINTER G.	135,176	4,923
FORD D.	94,441	7,847	GIRARD D.E.	92,765	3,991
FORMAN J.	107,880	5,617	GIRARD M.A.	152,119	12,068
FORREST L.	100,765	484	GLANVILLE D.	82,750	16,193
FORSTER D.	81,083	90	GLENN L.	81,665	631
FOWLER J.L.	86,976	1,377	GODARD M.	78,169	1,707
FOWLER M.A.	81,530	0	GODINEZ R.	101,785	0
FRANCIS M.J.	186,144	12,707	GOODMAN P.	79,762	4,635

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
GORCHYNSKI D.K.	220,304	10,470	HARGRAVE M.	82,583	9,529
GORDON D.	88,309	5,505	HARNETT D.	86,059	7,968
GORDON T.	126,025	17,285	HARRINGTON D.	158,735	3,444
GORMAN K.	148,533	9,651	HARRINGTON S.	152,321	7,931
GORMICAN D.F.	145,818	3,410	HARRIS J.F.	153,036	5,090
GOSLING G.	123,536	1,967	HARRISON L.	102,486	1,970
GOSSIP P.	104,961	730	HARRISON P.A.	117,367	2,323
GOULD A.	343,988	5,150	HARRON R.W.	171,769	4,660
GOULET J.J.	97,234	10,551	HART A.	114,341	5,420
GOVETT D.	274,268	8,731	HART J.P.	102,545	477
GRAHAM C.	121,879	23,478	HATCHER J.	104,285	2,799
GRAHAM L.	118,028	338	HATTON K.	152,002	1,393
GRAHN C.	96,491	0	HAUKA L.	149,808	5,183
GRANT B.	96,572	11,596	HAUSCH K.	97,719	375
GRANT D.	84,059	158	HAUTAMAKI K.	101,335	471
GRANT M.	79,234	1,980	HAWKINS C.	77,935	406
GRAVES J.	82,591	32,522	HAYDEN M.	111,564	7,768
GRAY D.	92,085	3,042	HAYWARD G.	97,269	4,034
GRAY J.S.	128,128	2,568	HAYWARD T.	95,443	0
GRAY S.	83,561	1,042	HAZLETT M.W.	103,786	1,719
GRAYSON K.	103,830	3,727	HEESE R.	83,035	3,005
GREEF B.	77,948	0	HEGINBOTTOM J.	96,814	4,031
GREEN A.	86,738	11,579	HEIDNER J.	75,400	895
GREEN J.	101,649	929	HEINEKEY J.	118,230	7,243
GREEN L.	108,726	281	HEINZ E.R.	107,016	10,564
GREENE L.	105,476	1,739	HEMBROUGH S.D.	116,088	7,326
GREENO C.	99,942	21,027	HENDERSON D.	132,741	0
GREER C.A.	86,230	0	HENNIG I.	89,416	4,275
GREER M.G.	89,230	2,110	HEPHER K.A.	114,896	296
GREGOIRE J.	81,473	0	HERBERT S.	112,297	7,636
GREGSON H.A.	80,614	2,488	HERBOSA W.	77,694	10
GREWAL R.	79,580	8	HERITAGE R.	126,407	3,534
GROSSE L.	124,275	201	HERTSLET D.	98,178	1,007
GROSSMAN A.	112,304	714	HESS F.	340,938	18,365
GUENTER R.	76,657	0	HESSE P.	76,993	1,167
GUILLEMIN M.B.	98,870	6,476	HEUCHERT T.	117,113	3,863
GULLETT L.	143,729	5,192	HIBBERT L.	107,208	4,396
GUNN D.	104,271	344	HIEBERT B.	79,157	253
GUSTAFSON C.L.	79,398	5,432	HIEBERT D.A.	79,206	0
GUYMER D.R.	90,796	2,589	HIEBERT K.	82,835	5,377
GWILT M.	99,029	2,862	HILL G.	128,107	2,859
HACKETT P.W.	87,424	765	HILLIAM K.J.	87,222	2,315
HALE R.	192,575	3,312	HINDS S.	110,942	10,068
HALL K.	93,995	646	HINTON M.	97,239	4,578
HALL M.	99,061	3,037	HO C.K.	87,437	0
HALL T.	115,779	1,716	HO D.	77,830	2,756
HALPAPE T.J.	93,043	2,421	HO-REWCASTLE A.	112,947	1,899
HAMILTON R.	78,113	258	HODGINS E.	195,860	2,107
HAMILTON T.	150,118	6,172	HOEFLOK A.	82,641	3,137
HAN K.	83,282	1,005	HOLLAND G.	123,344	5,712
HANCOCK C.S.	115,075	19,055	HOLLAND S.	118,628	869
HANCOCK M.	202,101	5,796	HOLLANDSUN K.	100,604	2,230
HANER C.D.	106,879	3,210	HONEYBUNN K.	111,590	2,889
HARDY P.	85,831	1,031	HONG F.	111,590	2,889
			HOOTON A.	134,237	2,012

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
HOPKINS D.P.	109,343	303	JONES K.	141,138	7,209
HORNE J.	155,545	13,154	JONES R.	129,934	880
HORNTVEDT R.G.	98,522	2,320	JONES R.A.	97,517	2,280
HORTON C.	425,845	8,358	JORDAN S.	96,977	6,839
HOSKINS B.D.	86,852	389	JORGENSON K.A.	146,292	4,029
HOUG K.G.	76,343	0	JOSEPH M.	111,562	9,206
HOWARD A.	102,163	2,536	JOYCE D.	145,090	5,043
HUBER D.	99,108	3,762	JOYS K.	83,947	0
HUGH J.	88,920	2,116	JUDGE J.	97,492	1,749
HUGHES K.	76,023	3,511	JUNG M.N.	92,353	0
HUI J.	84,200	255	JUNG S.	83,463	14,052
HUI K.Y.	79,173	213	KAHLON R.	133,101	5,538
HUIE V.	75,127	171	KAILA N.S.	125,854	7,244
HUTSON J.R.	82,585	0	KAILA-GREWAL I.	80,029	1,880
HUTTON R.C.	90,943	2,914	KAJI J.H.	82,711	0
HUXLEY K.	107,396	2,979	KAJIWARA D.	76,936	2,330
IACOBAZZI E.	107,735	1,031	KALISCH G.	80,817	657
IBBOTSON B.	95,673	2,654	KAN C.	117,549	5,956
IRWIN K.	307,816	28,141	KAN J.	96,070	4,216
ISAAC G.	76,848	5,771	KAN R.	99,319	196
ISAAC T.R.	106,673	2,226	KANANI R.	77,385	0
ISBISTER R.	78,341	63	KARASIUK J.	96,780	1,614
ISLAM S.	84,675	2,003	KASSAM A.	104,485	56
ISMAEL K.	108,037	0	KASSAM M.	84,026	743
ISMAGILOVA J.	78,550	612	KATO N.K.	110,001	29
JACKSON C.C.	84,304	0	KAUFMANN K.	111,687	3,172
JACKSON D.	105,099	3,023	KAYSER T.	86,271	2,885
JACKSON S.D.	76,908	2,291	KEGLER B.	117,027	2,545
JACOBS M.	88,493	1,460	KEKS L.G.	93,754	706
JAFFRAY G.	82,319	0	KELLENY R.	99,996	1,550
JAN VREM M.	156,084	5,191	KELLETT T.	103,273	851
JANDL R.D.	90,176	1,704	KELLIHER M.	111,223	477
JANSEN A.	91,473	1,205	KELLY B.J.	80,152	0
JANSSEN K.	94,202	1,432	KELLY M.	81,091	731
JARVIS B.	333,927	8,985	KENDRICK A.	80,383	580
JAVER K.R.	87,438	986	KENNEDY P.A.	82,339	16
JENSEN L.	86,406	319	KENNETT K.J.	75,591	51
JERICK E.	77,794	22,742	KENNEY L.	105,494	1,679
JETTE D.	101,678	2,545	KEOUGH D.	97,666	4,133
JIMENEZ N.	226,705	28,542	KETLER S.	115,393	11,218
JIVRAJ R.	121,906	1,479	KHAN S.	82,609	599
JOHAL G.K.	114,515	2,408	KILMARTIN K.	99,708	4,222
JOHAL I.S.	78,809	0	KILPATRICK J.	117,842	1,412
JOHANNESSEN B.	93,356	267	KIM H.	78,570	1,064
JOHANSEN C.A.	76,632	5,681	KIMBLE M.	76,332	6,646
JOHANSEN S.S.	80,685	0	KING R.	90,278	3,806
JOHE A.	95,914	63	KIRKHAM R.	155,563	3,502
JOHL J.	81,550	2,403	KIRKNER A.	216,384	4,211
JOHNSON D.	76,563	155	KIRKPATRICK S.	90,873	784
JOHNSTON D.	154,783	6,098	KLASSEN M.H.	87,477	1,027
JOHNSTONE D.M.	218,915	3,067	KLEIN K.	75,856	5,052
JOHNSTONE J.	111,568	4,737	KLETCHKO M.	93,326	6,661
JONES B.M.	75,396	3,534	KLYMCHUK R.	75,439	7,213
JONES D.L.	120,627	1,292	KO E.	80,714	0

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
KOENEN A.J.	92,617	8,268	LEE ANI.	91,042	958
KONG J.	88,385	2,623	LEE ANN.	150,951	4,858
KONING O.	112,020	0	LEE B.	77,036	4,396
KOSKI M.W.	93,136	1,000	LEE D.	121,701	286
KOSTUR J.	83,608	0	LEE E.	99,838	3,689
KOSTUR S.P.	80,939	1,812	LEE F.	86,875	0
KOWEY B.	82,895	3,577	LEE J.	81,588	142
KRAKONCHUK K.	75,577	5,707	LEE J.C.	112,987	401
KRALJ C.	83,580	2,126	LEE MA.	151,021	4,268
KRATCHMER P.	103,658	3,078	LEE MI.	79,794	191
KRECSY G.	110,838	2,526	LEE P.K.	88,326	98
KRIMMER K.	81,682	490	LEE R.	219,221	8,996
KRUSEL R.	90,161	1,340	LEE VIC.	175,909	321
KUBIK P.	82,615	608	LEE VIN.	80,458	3,857
KUCHER L.	105,919	8,013	LEE-YOUNG D.	77,720	67
KUHN J.L.	101,901	318	LEISHMAN D.	85,917	4,107
KULLMAN N.	98,767	296	LEMIEUX Y.	76,189	280
KUMAR R.	79,816	272	LENDERMAN M.	152,908	2,766
KUNG M.	84,042	1,230	LEONG J.	80,936	1,051
KUNG R.	75,643	696	LEONG P.	222,509	7,395
KUNZER A.	93,625	662	LEONG SH.	151,152	2,616
KUXHOUSE Y.	76,358	360	LEONG ST.	85,084	330
KWAN A.	90,712	1,621	LEPAGE V.	159,957	4,958
KWAN H.	77,806	0	LEROSE J.	136,621	2,857
KWAN J.Y.	131,274	12,756	LERVOLD C.	118,640	8,901
LABERMEYER J.	106,982	11,385	LESKE M.C.	91,077	1,293
LAI G.	76,417	13	LESTER W.	79,118	0
LAITY V.	78,064	158	LESTON L.L.	83,871	135
LALLY B.M.	114,669	0	LETKEMAN F.	120,793	7,744
LAM K.K.	81,567	0	LETKEMAN N.	119,942	13,271
LAMB J.	76,540	612	LEUNG S.	77,815	6,100
LAMBERT P.	92,740	8,405	LEUNG W.W.	89,823	117
LAMBERTON R.T.	98,172	5,875	LEW J.	94,695	1,369
LAMONT G.	77,590	0	LEWICKI C.	106,917	1,815
LANE E.	76,519	370	LEWIS C.	104,644	9,044
LANGEVIN Y.	84,845	1,014	LEWIS F.	89,412	1,972
LANGILLE B.A.	118,522	23,144	LEWKO A.	88,859	4,106
LANGTRY P.R.	97,943	1,561	LEWKO J.	75,642	6,052
LAPAIRE D.	115,453	1,186	LEYLAND J.	108,882	4,306
LAPEYRE C.A.	115,549	9,487	LEZICA M.	80,295	1,554
LARKE J.	101,463	927	LI A.	126,470	8,595
LARSEN P.G.	137,177	2,346	LI A.C.	84,991	2,026
LARSON W.	96,208	0	LI C.	87,976	816
LAU E.	104,694	0	LI E.	105,479	1,511
LAUDADIO S.	128,301	3,722	LI J.K.	167,335	2,403
LAUPLAND L.	130,377	3,529	LI R.	91,284	2,846
Laurie C.	139,715	6,564	LIEDL R.V.	93,477	320
LAW W.	144,700	21,635	LILBURN P.	122,940	2,536
LAWS L.	92,414	1,039	LIM S.	145,330	4,850
LEACH S.W.	76,821	0	LIN A.	140,322	6,148
LEBLANC D.	94,250	3,256	LINDEN M.	79,629	1,853
LEBRUN D.	114,559	3,693	LINDEN R.C.	86,382	1,401
LEBRUN M.T.	103,156	4,353	LINDROOS R.	76,355	68
LEE AL.	104,961	1,239	LINDSAY B.	109,026	22,885

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
LINTON N.	138,767	6,430	MARA M.	115,899	2,540
LINZMEIER J.L.	89,130	1,766	MARCHI J.	139,187	8,575
LISE R.	75,007	2,982	MARION C.	80,512	1,518
LIVINGSTON P.	79,420	0	MAROCCHI R.	96,334	2,939
LO F.	80,639	543	MARSH B.	111,133	20,379
LOACH A.	169,056	3,611	MARSH J.	87,492	0
LODER M.J.	112,732	4,291	MARSHALL L.	80,999	446
LOFGREN B.C.	75,083	1,778	MARTIN J.	150,044	23,610
LOGUE S.	111,996	1,237	MARTIN KA.	138,316	4,368
LOHMEYER J.	155,447	6,833	MARTIN KI.	130,335	7,993
LOISELLE S.	85,890	5,528	MARTIN M.	103,519	330
LOO A.A.	82,979	0	MARTON F.	90,618	7,393
LOPEZ-DEE M.	95,275	2,543	MARWICK C.E.	103,849	1,907
LOPTHIEN T.L.	101,829	912	MARWICK G.	143,893	4,815
LOUGHEED G.	85,542	1,826	MASON D.J.	151,659	3,190
LU C.	82,497	958	MATHESON C.	116,309	2,362
LUCAS S.	196,684	2,952	MATHESON D.G.	95,749	3,562
LUCHIES J.	100,113	2,223	MATHIESON D.	105,558	2,404
LUDDU M.	76,831	196	MATSUMURA R.	99,648	1,415
LUFT E.	103,561	9,376	MATTHEWS K.	88,766	0
LUI E.	92,736	0	MATTHEWS L.	142,873	112
LUM W.	79,678	24	MAYEDE G.	76,306	230
LUNDBEK C.	80,108	698	MAZALEK T.	93,987	427
LUONG T.	82,808	1,799	MCANDREW J.	99,620	2,658
LUPTON V.L.	105,006	2,642	MCCARTHUR F.	76,984	0
LUU M.	75,659	3,187	MCATEER A.	118,854	2,376
LUXTON B.	119,497	416	MCBURNEY K.	82,024	4,856
LYNCH L.	86,729	149	MCCARTHY C.	116,743	4,508
LYNN S.W.	89,089	4,288	MCCARTHY M.J.	92,169	0
MA S.	88,033	158	MCCREERY L.	153,309	3,424
MA W.	78,119	4,835	MCCUE K.	102,923	2,134
MACARTHUR C.	76,106	682	MCCULLOUGH R.	102,437	3,364
MACDONALD D.	102,465	2,125	MCDANIEL J.	141,038	3,391
MACDOWELL P.	89,378	489	MCDERMOTT B.	91,995	158
MACFADYEN E.	76,558	113	MCDONALD L.	115,242	1,670
MACFARLANE C.	109,612	1,995	MCDONALD S.A.	78,020	102
MACFARLANE W.	148,513	5,326	MCDOUGALL L.	206,725	2,478
MACKAY D.	91,969	8,973	MCDOUGALL P.	83,749	0
MACKAY T.	76,658	6,092	MCEACHRYN T.	88,577	2,273
MACKAY W.D.	86,233	13,079	MCEWEN S.	78,231	2,232
MACKINNON C.	88,772	8,199	MCFADDEN M.B.	76,232	6,786
MACMILLAN A.	98,178	2,030	MCFARLANE S.A.	112,184	890
MACMILLAN D.	103,465	249	MCGACHIE J.	94,662	1,144
MACNEIL C.	102,835	0	MCGINN D.	116,658	562
MADSEN S.	80,825	0	MCGINNIS J.C.	217,824	13,709
MAGAS U.M.	105,845	2,273	MCGRATH G.	118,082	1,593
MAIER B.	99,207	11,565	MCILDOON A.	158,589	6,807
MAITLAND R.	96,879	1,670	MCINTOSH H.E.	99,131	1,174
MAK L.	125,256	5,305	MCINTOSH S.	82,514	0
MAKAROWSKI R.W.	83,539	0	MCKINNEY T.	103,128	4,543
MAKHIJANI B.M.	91,788	0	MCKINNON K.	141,928	1,529
MALCOLM M.	77,043	3,059	MCLAUGHLIN K.	107,069	1,549
MAN M.	84,219	13,951	MCLEAN B.B.	80,190	583
MAR T.T.	116,568	1,843	MCLEAN C.	142,561	863

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
MCLEAN T.	86,219	7,060	MUNRO C.	144,969	2,069
MCLENNAN R.	148,374	6,579	MUNRO D.	102,841	2,566
MCMILLAN C.	75,874	305	MUNT K.	82,993	618
MCMILLAN K.	80,840	0	MUROTA A.	99,977	473
MCMILLAN P.	94,759	478	MURPHY M.	142,839	3,787
MCNICHOLLS P.	143,505	3,724	MURRU L.F.	91,983	1,605
MCPHERSON R.E.	97,363	391	MUSSON D.	76,140	1,794
MCPHIE D.	83,651	1,208	MYERS L.	77,783	1,589
MCRAE D.	89,078	0	MYRICK L.	82,340	0
MEADE A.	95,114	3,838	NABATA G.	85,231	0
MECKLE W.	83,493	2,375	NADALIN E.	108,239	7,660
MEGALLI A.	150,226	3,940	NADEAU D.P.	122,178	3,117
MEHROTARA H.	93,136	7,927	NAIDU C.	81,205	32
MEIJER G.	97,269	1,919	NAMISLO J.	77,636	7,585
MELLOW G.	83,751	7,943	NANOS L.	75,867	3,091
MENARD D.	105,010	7,300	NAPIERALA E.	75,917	6,308
METCALF S.	89,217	221	NARESH K.	80,723	1,315
METCALFE T.	82,683	6,473	NASH B.T.	85,515	2,252
MEYER C.	94,715	2,393	NATHAN V.	98,213	2,420
MICELI M.	223,616	2,607	NAVARRO M.	99,706	1,753
MIKAELSEN R.	100,328	4,314	NAYLOR G.A.	193,130	502
MIKKELSEN B.	87,969	1,153	NEEDHAM R.	153,543	652
MILLER G.	126,839	3,873	NELSON K.	98,879	3,315
MILLER S.	231,316	520	NELSON L.G.	104,355	1,029
MILLS P.L.	99,551	2,342	NELSON M.	197,169	14,355
MILNER M.	101,547	7,425	NEUDORF B.J.	86,621	810
MINA M.	100,810	1,095	NEWBY D.L.	122,135	282
MINGO L.	121,779	3,338	NEWMAN B.	99,766	517
MINOGUE C.	356,780	9,410	NEWMAN K.	78,983	378
MISKO L.M.	75,319	72	NEWMAN T.	92,544	388
MITCHELL S.	82,384	10,293	NEWTON K.	95,130	768
MITCHNER L.M.	104,881	4,467	NEWTON M.J.	80,754	3,765
MITTON L.A.	223,364	8,658	NEWTON W.A.	115,543	236
MIZUSHIMA K.Y.	93,635	75	NG C.	87,653	1,393
MODERA S.	116,736	0	NG H.	145,423	7,198
MOEN G.D.	82,497	1,358	NG JANI.	112,705	1,301
MOEN R.	149,558	3,506	NG JANN.	94,654	0
MOFFAT M.	101,858	7,691	NG L.	92,957	2,301
MOLLET K.C.	88,309	1,103	NG N.C.	77,414	0
MOLSTAD L.J.	232,278	2,144	NG P.	85,475	0
MONTGOMERIE K.	90,503	18,101	NG Y.	79,318	2,047
MOORE C.I.	75,687	0	NGAI C.	89,632	291
MOORE J.N.	92,662	225	NGUYEN J.	107,579	0
MOORES D.A.	150,578	103,430	NICHOLAS G.	76,318	0
MORRALL G.	100,700	1,930	NICHOLSON W.	95,518	16,272
MORRELL G.D.	78,490	0	NICK R.	102,826	1,549
MORRELL S.	88,902	565	NICKASON N.	123,690	7,248
MORRIS P.	102,192	12,076	NOEL D.	143,784	2,383
MORRIS R.	77,019	0	NOFTALL J.	93,708	4,361
MORROW S.L.	77,495	134	NOORIZADEH M.	125,123	220
MORTON C.A.	200,927	10,475	NORMAN B.	88,808	0
MOSCATO J.	104,026	1,042	NOUJAIME R.	98,382	2,991
MOSLEY G.	84,491	958	NOVAK E.	211,088	20,561
MUNN K.	96,119	3,571	NOVAKOVIC G.	85,077	2,052

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
NUNN J.	85,605	3,724	PEPA B.	92,172	7,770
NUSCHE M.G.	108,222	4,409	PEPIN N.	120,008	167
NUYTS D.A.	139,365	3,400	PER G.R.	84,988	2,729
NYKIFORUK V.V.	105,720	1,576	PEREIRA F.	148,921	2,544
O'BRIEN A.	143,162	1,999	PEREIRA S.	99,633	1,648
O'BRIEN M.	114,278	9,892	PETCH D.	88,122	5,222
O'BRIEN T.	283,154	4,638	PETTERSEN D.	93,881	4,343
O'BYRNE K.	145,707	637	PHILLIPS M.	269,291	24,209
O'CONNOR L.R.	76,769	1,998	PICKARD G.	150,723	4,031
O'REGAN M.	82,514	14,294	PIERCE J.M.	78,598	0
OCKENDEN T.	124,440	32,456	PIETRAMALA A.	110,783	3,461
OLIVER J.T.	87,967	897	PINIACH P.	101,741	5,891
OLLEY L.	123,140	14,982	PINILI M.A.	79,331	0
OLSON M.J.	92,474	293	PIRY D.	89,770	0
OLSON N.	76,059	0	PLATTEN A.	255,934	8,217
OLSTROM L.	78,477	2,593	POITRAS G.	105,029	6,134
ONG S.	106,679	3,031	POLLARD R.	80,639	1,201
OREA R.	82,930	4,955	POLLOCK L.M.	112,371	1,123
OSADCZUK S.	98,809	2,484	PONTALETTA A.G.	76,161	0
OTTO L.	101,835	5,151	POOLE K.	102,732	1,808
OUELLETTE G.M.	269,947	32,300	POOLE R.	83,117	0
OYE G.	97,713	5,024	PORT C.R.	103,999	3,295
PALK S.	85,042	2,615	PORTER D.C.	103,735	980
PALTIEL C.	106,062	2,802	PORTER J.	106,682	2,300
PAN J.	158,892	7,119	PORTERFIELD B.	75,438	4,557
PANDA A.	78,868	9	POSYNIK L.	345,345	22,335
PANTUSA S.	75,116	0	POTTERY J.C.	87,278	2,092
PANZETTA Z.	79,122	0	POULSON L.	76,682	47
PARFENIUK O.E.	159,631	4,666	POWAR K.	78,164	3,857
PARKES M.	95,558	3,656	POWER G.	140,244	2,991
PARKINSON D.	100,015	334	POWERS R.E.	107,912	931
PARKINSON T.L.	115,750	4,133	POZER D.	77,722	13,128
PARSLOW K.	229,927	15,522	PRICE A.	112,619	6,493
PASHA N.	81,803	0	PRIHAR S.S.	79,297	2,300
PASIEKA K.	85,823	2,282	PRINGLE D.	125,393	15,160
PASQUALE S.	104,583	13,982	PRIOR G.K.	458,792	8,289
PATEL A.K.	84,533	0	PRIOR W.	83,366	3,702
PATEL J.	92,368	1,677	PROIETTI B.	76,480	150
PATEL R.	84,575	2,583	PROVENZANO T.A.	81,862	11,876
PATEL SUN.	82,656	0	PRZYBYLSKI M.	160,500	2,187
PATEL SUS.	75,603	3,867	PSUTKA J.	87,128	1,098
PATTERSON M.H.	110,011	78	PULKO M.	87,857	1,950
PAULIK T.J.	130,355	2,834	PUMP J.	123,028	2,785
PAXTON B.	76,618	221	PUTNEY C.	146,936	5,381
PAYNTER E.	110,559	4,274	PYLMAN H.	212,984	5,852
PEACHEY A.	99,629	354	QUAIL B.	101,221	1,541
PEACOCK A.	103,943	2,033	QUICK A.	87,038	1,119
PEARCE C.	103,826	2,697	RADOS T.	147,352	959
PEDERSEN M.E.	90,735	2,700	RAFI A.	97,418	3,300
PEEBLES M.R.	100,833	177	RAI K.	79,533	0
PELLOW H.G.	90,524	2,179	RAI S.	112,641	1,574
PENNINGTON C.	102,032	300	RAIKMO P.	75,949	0
PENSATO J.	116,975	2,101	RAJWANI K.	98,291	26
PENTECOST B.	97,229	2,751	RAMSAY L.	79,270	0

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
RAPOSO M.	79,685	29	SANDRIN F.	77,344	1,000
RASKI J.P.	79,869	0	SANDRIN R.J.	102,069	12,472
RATCLIFFE K.	102,498	392	SANGHA H.	77,064	0
RAUTIO R.	105,149	4,226	SARTORE J.	98,914	2,600
RAW M.	157,596	124	SATHER L.	116,154	3,190
RAYMOND V.	92,118	0	SAUNDERS V.A.	100,997	4,573
READ S.	155,572	1,972	SAVAGE D.	81,322	11,518
REDDY J.G.	85,529	2,115	SAWYER A.	87,537	2,323
REDMOND L.M.	141,258	2,101	SAXON C.A.	110,585	1,148
REED S.M.	92,063	2,221	SAYERS T.	94,888	1,390
REEVE M.	82,599	0	SCACCIA L.	98,222	889
REGUSH H.	100,859	10,024	SCARFO J.	78,306	228
REILLY K.	96,249	1,980	SCHDEL V.R.	118,167	28,195
REIMER C.	125,775	615	SCHICK D.	84,733	2,688
REIMER D.	137,369	3,844	SCHMIDT M.	82,401	110
RENGIFO J.	116,689	23,406	SCHMIDT V.H.	87,064	226
RENNEBERG C.	112,880	3,842	SCHNEIDER W.	79,779	130
RENNIE A.R.	86,208	0	SCHOEMAN H.	130,526	3,392
RHIM H.	98,153	0	SCHOLZ I.	76,025	0
RIBEIRO DA.	124,979	7,994	SCHRADER M.J.	101,006	10,729
RIBEIRO DR.	96,255	3,089	SCHUBERT J.	444,755	60,148
RICHER A.P.	111,392	227	SCHUCK P.	111,008	2,779
RICKEY C.	101,835	869	SCHULTZ A.	96,801	11,615
RIDDLE C.	131,940	4,474	SCHULZ J.	313,614	20,830
RIDLEY N.F.	145,953	6,059	SCHURINK R.	90,405	1,310
RINKE C.R.	102,958	5,016	SCHURMAN W.	80,360	0
ROBERTSON A.	78,771	3,900	SCLATER R.	85,353	4,966
ROBERTSON J.	121,735	3,556	SCOTT B.	83,925	1,176
ROBICHAUD K.	76,240	0	SCOTT H.A.	87,865	800
ROBICHAUD P.C.	91,082	3,499	SCOTT T.	75,766	1,138
ROBINSON C.F.	76,870	4,239	SCULLION L.	86,556	30
ROBINSON K.	139,373	10,230	SCULTETY J.	112,151	3,261
ROBINSON M.J.	109,124	573	SEAH C.	76,205	741
ROBSON P.	82,209	5,778	SEAH H.P.	77,324	3,534
ROMERO R.	108,510	1,059	SEARLE M.L.	79,925	0
ROSENGREN F.H.	76,576	0	SEARY S.A.	80,977	17
ROSSI F.	80,317	157	SEIP T.W.	108,207	7,489
ROTHER W.	82,319	0	SENGHERA G.	79,213	91
ROZA-PEREIRA M.	87,459	230	SENGHERA S.	122,036	7,749
RUDDY K.	103,247	2,274	SETTER R.	110,939	2,701
RUMBLE G.	134,190	3,846	SETTICASI P.	109,891	3,345
RUSSELL E.	81,177	20	SHANNON K.	87,816	3,633
RUSSELL S.	240,964	6,074	SHAUNTZ A.E.	108,196	68,722
RUSSELL S.B.	78,236	1,536	SHAW C.A.	109,152	6,424
RYAN C.M.	151,789	531	SHAW I.	209,292	9,120
RYE K.	177,103	5,887	SHEN R.	97,061	10,555
RYUJIN H.	109,981	3,793	SHEPPARD J.E.	79,210	2,098
SABA J.	132,559	2,122	SHIBATA A.	122,034	836
SABET S.	88,844	0	SHOTTON B.	124,283	11,457
SADRA M.	123,505	3,156	SI P.	116,394	495
SAHOTA H.	111,593	380	SIDHU J.	92,072	2,336
SAITO R.	111,138	777	SIEMENS B.	102,111	1,609
SANDERCOCK G.	80,326	10,144	SILVEIRA N.	78,697	28,603
SANDHU K.	95,372	0	SILVEIRA P.	151,506	368

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
SILVER C.	78,013	7,522	STEVENS G.D.	81,797	0
SIMISTER J.R.	111,341	7,194	STEWART K.	116,282	0
SIMONE S.	108,735	509	STOCKLEY S.L.	86,086	166
SIMONS H.	96,028	10,126	STONNELL B.	220,901	5,884
SIMPSON P.	83,988	126	STORY R.J.	145,847	52,342
SIMPSON S.	95,737	1,344	STOTT G.	93,921	590
SINGBEIL K.M.	93,357	680	STRONG G.	131,466	1,201
SINGH R.	80,352	4,136	STRUTT J.	114,963	2,328
SINGLETON A.	101,963	3,558	STUART L.	108,476	2,982
SIRDESHPANDE R.	151,916	1,042	STUKEL J.J.	80,363	285
SKINNER L.	79,189	0	STURROCK L.	128,612	2,223
SKYE-MAY V.	76,810	1,957	STUSHNOFF D.	149,084	3,626
SLADE I.	113,479	4,194	STUTT R.	101,907	4,173
SLEIGH C.E.	85,835	1,398	SUH S.	84,622	681
SLESSOR D.	86,364	1,723	SULLY M.	109,974	6,028
SMEYERS M.J.	93,607	595	SUM J.Y.	87,349	0
SMITH A.	95,040	7,132	SUN M.	78,934	1,422
SMITH DA.	83,579	0	SURINE R.	82,169	0
SMITH DO.	89,401	2,035	SUTHERLAND C.	94,301	1,927
SMITH JOC.	75,011	835	SWAIN C.	127,838	0
SMITH JOS.	100,149	1,295	SWANSON M.W.	144,899	2,527
SMITH K.	81,173	0	SWANSTON K.	88,149	0
SMITH P.M.	84,962	469	SZETO C.	80,781	1,381
SMITH S.	89,061	1,589	SZETO T.	76,327	0
SO J.	94,960	464	SZETO V.	85,052	0
SODEN D.A.	93,824	483	SZYMANSKI A.	166,160	2,635
SOETISNA S.	75,360	24	TADEY C.M.	84,412	3,525
SOLHEIM A.	136,372	735	TAM C.	78,332	0
SOLLOWAY F.	84,550	175	TAM K.	159,538	1,401
SOO J.	81,875	5,014	TAM N.	77,286	3,489
SOO T.	88,890	550	TAN J.	141,683	1,158
SOON L.	85,971	10,707	TANG K.	90,687	800
SORENSEN L.	89,144	0	TANG R.	111,545	1,591
SOTHAM J.C.	85,597	8,012	TARASUK J.	212,574	4,498
SPEARMAN G.E.	83,072	0	TAY T.	84,405	0
SPENCE M.	149,592	10,497	TAYLOR C.C.	75,930	0
SPENCER C.C.	76,562	0	TAYLOR K.	78,289	0
SPENCER J.	130,426	3,296	TAYLOR L.T.	122,099	3,159
SPENCER S.J.	76,917	0	TAYLOR M.M.	101,652	10,241
SPINKS P.	89,474	9,445	TAYLOR N.	213,901	3,327
SPIRO J.	89,460	3,076	TAYLOR S.	81,759	203
SPRATT M.	122,435	11,346	TAZELAAR T.	84,291	4,341
SPROULE R.	103,073	1,769	TEIFFEL R.	83,881	0
SQUIRES F.	159,314	791	TEIMOURI F.	95,017	154
ST AUBIN M.D.	113,515	5,330	TEMPLE F.J.	238,814	12,610
ST. LOUIS E.	127,171	13,543	TENCH R.	132,929	6,609
ST. PIERRE A.	94,701	0	TERAGUCHI L.	140,714	737
STASTNY M.	80,812	0	TERMUENDE R.	123,074	8,420
STATTON G.	97,526	2,802	TESTINI M.	75,937	221
STEELE C.	85,605	269	TETLOW L.	115,249	2,004
STEFANI R.	76,343	20	TEUBNER R.	93,298	4,602
STEIRO C.	125,496	4,639	THIESSEN L.	88,853	225
STENNES D.	83,121	3,180	THIESSEN M.	78,680	5,872
STERNE A.	140,770	1,995	THIND R.	105,209	1,919

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
THOMPSON J.	81,413	1,261	WALKER C.	101,268	5,866
THOMPSON M.	98,001	7,029	WANG R.	116,115	5,047
THOMSON B.	110,925	11,882	WARD R.	123,628	5,675
THOMSON K.B.	229,299	9,462	WARKENTIN A.	106,814	3,873
THOMSON M.	90,054	6,429	WARNER R.O.	165,478	4,709
TILLYER E.	86,620	2,025	WARREN G.	93,988	0
TODD R.R.	83,912	11,137	WASSERMAN H.	84,626	6,603
TOGNELA J.	105,396	10,624	WATERMAN D.J.	102,958	744
TOMCZAK K.	78,781	3,135	WATKINS L.M.	84,365	5,647
TOMLINSON R.	119,926	8,716	WATTS H.	114,180	949
TONG K.	145,368	1,273	WATTS R.O.	75,489	414
TOOR S.	99,178	4,162	WEAVER D.	117,429	1,400
TORRES M.	100,174	131	WEBBER V.	78,959	4,755
TOWELL R.	86,532	4,802	WEBSTER T.	76,418	12,960
TRAVERS J.	88,875	1,534	WEDEMIRE D.	103,219	678
TRENDELL B.	136,528	0	WEIGEL B.	197,509	9,691
TRIPP S.	149,642	3,414	WEIGHTMAN M.	76,248	4,035
TSE L.	156,697	6,959	WEISS R.	98,445	2,452
TSUI J.W.	117,825	4,700	WEIST G.	87,453	3,726
TSUJI B.	91,407	54	WELFORD P.	102,069	3,329
TSUYUKI A.	95,754	0	WELLWOOD M.	80,907	0
TUCK A.	114,173	5,142	WEN V.	91,192	2,970
TUCKER D.	80,452	12,384	WEST L.	79,104	6,758
TURKO D.A.	77,009	12,842	WHITE B.E.	129,728	2,088
TUZZI M.	76,150	0	WHITE H.K.	75,566	269
TYERMAN K.	93,183	650	WHITE L.C.	85,898	306
TYLLER G.	208,018	12,575	WHITE S.	94,102	191
ULVETEG C.	88,110	273	WHITFIELD K.	98,811	3,842
UNGER W.	95,014	878	WIENS J.	79,385	1,641
UYESUGI D.	117,574	2,130	WIGGINS S.	130,880	11,338
VAAGEN E.	135,042	3,202	WILCOX D.J.	106,502	7,455
VAJDA R.	77,314	0	WILKINSON D.	102,401	1,564
VALLEE B.	76,543	6,559	WILKINSON T.	78,957	856
VAN DER MERWE S.	149,027	9,125	WILLIAMS C.	113,724	1,508
VAN GRONDELLE A.	119,568	258	WILLIAMS M.	81,296	1,225
VAN HELVOIRT J.	172,565	11,083	WILLIAMS P.	111,949	3,097
VANDEKERCKHOVE S.L.	78,390	186	WILLIAMS R.	126,748	237
VANDERWEELE M.M.	153,073	9,872	WILLIAMS S.	76,605	0
VASQUEZ M.	81,266	158	WILMOT L.	76,105	0
VASS C.	81,160	2,630	WILSON D.A.	91,689	15,098
VASSILEV M.	116,449	1,795	WILSON M.	82,446	158
VAVRIK J.	165,752	1,601	WILSON M.G.	145,389	247
VELLESCIG M.	87,035	1,229	WILSON R.M.	156,509	3,457
VENIER E.	82,839	91	WIMPERLY S.	159,752	696
VERGA T.	90,405	0	WING D.	374,276	28,726
VILAC L.D.	81,644	2,743	WIPPERMAN B.H.	149,142	5,676
VILLANUEVA L.B.	84,483	3,070	WIRCH G.	79,974	1,939
VILLENEUVE N.	99,398	1,948	WITSTEN J.J.	76,343	0
VOHRADSKY G.	80,060	23,100	WITZKE E.L.	78,669	1,090
WADLEY A.	75,419	4,248	WONG AMA.	135,543	1,717
WAGNER C.	76,641	0	WONG AME.	82,523	0
WAGNER G.	75,574	279	WONG A.H.	75,902	0
WAINE N.	81,048	1,866	WONG B.	124,381	2,065
WALDE R.I.	86,388	2,106	WONG CH.	85,190	0

Remuneration and expenses paid to employees for the year ended December 31, 2011

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
WONG CL.	78,843	2,718	YEUNG E.	105,599	4,322
WONG C.M.	83,423	0	YEUNG V.	84,743	0
WONG D.	92,114	708	YEUNG W.	82,039	1,035
WONG D.K.	100,712	203	YIP J.	144,616	1,517
WONG E.	79,776	2,228	YOSHIDA L.	108,084	7,484
WONG F.	84,147	1,601	YOUNG C.	88,309	3,219
WONG J.A.	102,631	0	YOUNG K.E.	112,539	0
WONG J.	82,663	3,906	YOUNG S.	92,310	2,027
WONG K.	88,890	0	YOUNG T.	78,707	3,266
WONG K.H.	76,794	398	YPENBURG K.D.	107,861	15,988
WONG K.W.	101,480	1,582	YUE M.	78,440	5,603
WONG L.	100,005	0	YUEN D.J.	87,308	0
WONG P.	77,776	0	YUEN H.	76,660	772
WOOD D.	101,480	1,916	YUEN J.	75,231	0
WOOD J.	92,138	1,994	YUNG Y.W.	125,651	5,043
WOOD J.D.	169,268	694	ZANOCCO V.	103,170	509
WOODSKE J.M.	103,865	3,596	ZARYSKI T.	86,032	5,940
WRIGHT B.	124,316	6,992	ZAURRINI M.G.	79,925	539
WRIGHT J.	76,907	478	ZECH S.	103,452	1,562
WRIGHT K.	107,511	4,022	ZENAROSA R.	104,218	3,934
WRIGHT M.	118,389	10,458	ZHENG Y.	79,318	1,101
WROE S.	82,835	1,352	ZHOU Y.	112,954	3,008
WU Q.	83,717	63	ZUSKIND L.	99,192	0
YAN M.	91,976	0			
YAN S.L.	101,637	1,842	RECEIVER GEN. OF CANADA	17,418,070	0
YANG V.	110,520	13,779			
YASTREMSKI L.L.	75,509	0	TOTAL FOR OVER \$75,000	\$ 174,100,798	5,506,156
YEE E.	76,814	0			
YELLOWLEY D.	111,244	1,228	OTHER UNDER \$75,000	\$ 217,980,966	2,832,513
YERXA M.B.	153,336	6,070			
YEUNG CH.	112,696	11,891	GRAND TOTAL	\$ 392,081,764	8,338,669
YEUNG CL.	141,311	5,304			
YEUNG CO.	76,907	0			

There were 31 severance agreements made between ICBC & its non-unionized employees during fiscal year 2011. These agreements represent from 2 months to 18 months compensation.

Remuneration and expenses paid to members of the board of directors for the year ended December 31, 2011

NAME	POSITION	REMUNERATION	EXPENSES
MCKINSTRY N. *	CHAIR	63,000	6,516
DE GELDER N. *	VICE-CHAIR	38,600	907
PORTER T.M.	VICE-CHAIR	31,663	1,906
BOIVIE C.	DIRECTOR	28,375	1,139
BROWN C. *	DIRECTOR	2,750	909
DAVIDSON W.	DIRECTOR	3,500	-
HAGGIS P. *	DIRECTOR	28,625	27,750
HORSWILL D.	DIRECTOR	4,250	6
RAI J.	DIRECTOR	28,050	1,056
SHIELDS S.	DIRECTOR	27,125	1,682
STONE T. *	DIRECTOR	28,125	6,694
TOTAL		\$ 284,063	\$ 48,565
		\$ 332,628	

* Retired from the Board in 2011 or in 2012.

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
A & A WONG'S INSURANCE SERVICES LTD	142,959	ABOUGOUSH COLLISION INC (BOYD-PENTICTON)	683,886
A & D BODY SHOP LTD	82,910	ABOUGOUSH COLLISION INC (BOYD-RUTLAND)	1,062,783
A & G AUTO BODY REPAIR (2002) LTD	374,534	ABOUGOUSH COLLISION INC (BOYD-WESTSIDE)	1,180,967
A & J BODY SHOP (1983) LTD	333,364	ABOVE AUTO COLLISION RESTORATION	45,641
A & M TOWING	26,285	ABRAHAM ALDEN H, DC	31,200
A & S INSURANCE SERVICES LTD	319,320	ABRAHAM INVESTIGATIONS & CONSULTING LTD	55,407
A & T INSURANCE BROKER LTD	299,259	ABSOLUTE AUTO LTD	679,769
A ANITA VERGIS DISPUTE RESOLUTION INC	47,338	ABSTRACT GLASS LTD	224,083
A C & D (QUESNEL) INSURANCE SERVICES LTD	546,890	ACCELL AUTOGLASS LTD	190,341
A C & D (SQUAMISH) INSURANCE SERVICES LTD	338,257	ACCESS POINT INFORMATION CANADA INC	93,300
A C & D INSURANCE SERVICES LTD	652,631	ACCESS RECORDS & MEDIA MGMT LTD	77,871
A E BERRY LIMITED	155,516	ACOST INSURANCE & FINANCIAL CENTRE INC	385,268
A J TOWING INC	117,845	ACCURATE AUTO BODY AND PAINT LTD	1,220,427
A JETWAY AUTOBODY REPAIR LTD	445,742	ACE ALDERGROVE COLLISION	60,989
A K AUTOBODY & REPAIR LTD (AK AUTOWORKS)	1,213,202	ACE AUTOBODY (CRESTON)	380,614
A L SOTT FINANCIAL (88TH) INC	607,292	ACE TRUCK & EQUIPMENT REPAIRS LTD	1,554,661
A M BUILDING MAINTENANCE LTD	32,399	ACH CONSULTING INC	211,575
A M FORD SALES LTD	78,721	ACKROYD INSURANCE AGENCIES LTD	374,510
A MOVEABLE FEAST CATERING	46,995	ACL SERVICES LTD	62,403
A R C ACCOUNTS RECOVERY CORPORATION	102,949	ACME JANITOR SERVICE LTD	35,390
A R P COLLISION	295,880	ACR GLASS INC	136,834
A T MALCOLM & ASSOCIATES INC	34,505	ACTION AUTO & COLLISION CENTRE	32,474
A W FRASER & ASSOCIATES	74,316	ACTION GLASS INC	27,683
A W JONES INSURANCE SERVICE LIMITED	167,074	ACTION MOTORCYCLES INC	46,329
A-BEST AUTOBODY & FRAME LTD	344,669	ACTION PACIFIC ENT LTD	256,017
A-CLASS AUTO BODY & PAINT LTD	1,144,028	ACTION TRAILER SALES INC	28,621
A-PLUS AUTOMOTIVE LTD	120,084	ACTIVE INSURANCE & FINANCIAL MANAGEMENT	1,677,263
A-PLUS RENT-A-CAR CO LTD	209,183	ACTIVE KINETICS INC	88,167
A-Z EUROPE AUTO CARE (1984) LTD	908,024	ACTIVE MOBILITY PRODUCTS LTD	52,765
A-1 AUTO BODY LTD	709,384	ACUITY INVESTMENT MANAGEMENT INC	184,911
A-1 PAUL'S TRAILER REPAIR LTD	90,652	ADAM CHAN CHIROPRACTIC CORPORATION	25,450
A-1 WHEELCHAIRS UNLIMITED SUPPLY INC	27,307	ADAMS-BROADWAY INSURANCE SERVICES LTD	369,681
AA MERRITT MOUNTAIN TOWING & RECOVERY LTD	83,585	ADAPT MEDIA INC	50,150
AA-1 WINDSHIELD AND GLASS	110,129	ADEPT'S AUTO BODY	58,105
AAA AUTO COLLISION INC	532,212	ADIEL FIXRIGHT COLLISION	50,410
AAA INSURANCE MARKET (SARDIS) INC (THE)	749,833	ADJUSTERS NORTHWEST INC	136,245
AAIM ADJUSTERS LTD	120,467	ADL CONSULTING THERAPY INC	55,672
AAIM SOLUTIONS INC	58,167	ADMIRAL INSURANCE SERVICES (PACIFIC) INC	493,347
AALL GLASS LTD	272,757	ADMIRAL INSURANCE SERVICES (VANC WEST)	180,838
ABBA TOWING & STORAGE (1995) LTD	98,963	ADMIRAL INSURANCE SERVICES INC	226,009
ABBEY COLLISION LTD	2,161,480	ADVANCE CLAIMS SERVICES LTD	123,772
ABBEY MEDICAL SUPPLIES LTD	32,299	ADVANCE COLLISION LTD	2,989,952
ABBOTSFORD TAXI LTD	56,655	ADVANCE ENGINEERED PRODUCTS LTD	26,210
ABBOTSFORD'S MAXIMUM COLLISION LTD	1,379,332	ADVANCE TECH AUTOBODY & PAINT LTD	236,961
ABC AUTO & WINDOW GLASS LTD	358,983	ADVANCE TOWING	28,847
ABERDEEN ASSET MANAGEMENT INC	803,587	ADVANCED MOBILITY PRODUCTS LTD (VANC)	239,023
ABLE AUTO BODY (PENTICTON)	44,654	ADVANCED PARKING SYSTEMS LTD	127,211
ABLE AUTO BODY (SURREY) LTD	1,952,429	ADVANTAGE CAR RENTAL LTD	84,146
ABLE AUTO GLASS LTD	109,892	ADVANTAGE CLAIMS LTD	27,308
ABLE AUTOBODY (NEWTON)	1,003,109	ADVANTAGE COLLISION CO LTD	1,407,315
ABLE TOWING	33,906	ADVANTAGE INSURANCE SERVICES LTD	153,528
ABM JANITORIAL SERVICES CO LTD	29,507	ADVANTAGE SPEECH-LANGUAGE PATHOLOGY LTD	29,722
ABOUGOUSH COLLISION INC (BOYD-KELOWNA)	3,268,877	AFFINITY INSURANCE SERVICES	130,939

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
AFFLECK HIRA BURGOYNE LLP	1,089,657	ALLSTAR HOLDINGS INCORPORATED	85,755
AFFORDABLE AUTOGLASS	64,333	ALLWEST INSURANCE SERVICES LTD	9,380,458
AGAR PAINT & AUTOBODY INC	404,861	ALLWEST REPORTING LTD	129,263
AGGRESSIVE AUTO TOWING LTD	406,566	ALOUETTE TRANSIT SYSTEMS LTD	28,416
AGS AFFORDABLE GLASS SERVICES LTD	36,118	ALPHA PAINT & AUTO BODY LTD	74,145
AIKENHEAD MOSCOVICH & JONES	1,288,681	ALPINE AUTO BODY LTD	241,128
AIKINS MACAULAY & THORVALDSON LLP	39,344	ALPINE GLASS WINDOWS & DOORS LTD	237,126
AIM CEDAR WORKS LTD	111,490	ALPINE INSURANCE AGENCIES LTD	220,944
AIM DEVELOPMENTS LTD DBA JOHNSTON MEIER	786,152	ALPINE TRUCK & EQUIPMENT REPAIRS	33,227
AINSWORTH KRIS	40,623	ALPORT INSURANCE AGENCIES INC	325,218
AJ COMMUNICATIONS INC	27,370	ALVERSON TAYLOR MORTENSEN & SANDERS	265,103
AL PARKER AUTOBODY	99,250	AMBER AUTO BODY	180,901
ALASKA HI-WAY AUTO BODY (2004) LTD	3,043,390	AMBIT CONSULTING INC	257,604
ALASKA HI-WAY AUTO GLASS LTD	156,245	AMC INSURANCE SERVICE (2008) LTD	92,153
ALBERNI GLASS & MIRROR	38,626	AMC INSURANCE SERVICE LTD	1,071,204
ALBERNI TOWING LTD	74,181	AMEC EARTH & ENVIRONMENTAL LIMITED	35,590
ALDER STREET AUTO BODY LTD	635,919	AMEX AUTO BODY LTD	191,237
ALDERGROVE A-1 GLASS LTD	215,449	AMIRI ALI DR	36,900
ALDERGROVE INSURANCE SERVICES LTD	594,165	ANCHOR INSURANCE AGENCIES LTD	258,938
ALEXANDER HOLBURN BEAUDIN & LANG	3,394,764	ANDERSON CHRIS, DC	30,614
ALEXANDER PARK & ASSOCIATES LTD	43,298	ANDERSON INSURANCE AGENCIES (1979) LTD	103,712
ALL COAST TOWING SERVICES	25,630	ANDERSON INSURANCE AGENCIES LTD	598,337
ALL OUT CUSTOMS & COLLISION LTD	87,606	ANDRE'S COLLISION REPAIRS LTD	687,153
ALL RISK INSURANCE AGENCIES LIMITED	574,499	ANDY SORENSEN AUTOBODY & FRAME LTD	770,916
ALL RITE TOWING	116,638	ANIXTER CANADA INC	52,116
ALL SEASONS AUTO GLASS	27,685	ANNEX CONSULTING GROUP INC	4,383,287
ALL TECH TRANSPORT LTD (BUSTERS TOWING)	2,057,573	ANTLE TOWING LTD	27,476
ALL WHEELS COLLISION LTD	25,176	ANVIL MOBILE AUTO GLASS (PORT COQUITLAM)	162,126
ALL WRITE INSURANCE AGENCIES LTD	582,508	ANVIL MOBILE AUTO GLASS (VANCOUVER)	270,792
ALL-WAYS TOWING (KUSTOM TOWING 2009 LTD)	161,557	AON HEWITT	132,018
ALL-WEST GLASS BURNS LAKE LTD	65,231	AON REED STENHOUSE INC	678,246
ALL-WEST GLASS CHETWYND LTD	69,113	AP INSURANCE SERVICES LTD	208,069
ALL-WEST GLASS FORT NELSON LTD	102,447	APEL MARYANA DR PROFESSIONAL CORP	112,679
ALL-WEST GLASS FT ST JOHN LTD	240,238	APEX CLEANING SOLUTIONS	29,361
ALL-WEST GLASS HAZELTON LTD	51,110	APEX COLLISION	355,023
ALL-WEST GLASS HOUSTON LTD	105,223	APEX GLASS & SECURITY LTD	104,671
ALL-WEST GLASS KITIMAT LTD	164,366	APEX INSURANCE SERVICES (1993) LTD	354,410
ALL-WEST GLASS PRINCE GEORGE LTD	222,652	APEX INSURANCE SERVICES (1996) LTD	154,891
ALL-WEST GLASS PRINCE RUPERT LTD	80,056	APEX INSURANCE SERVICES LTD	360,698
ALL-WEST GLASS QUESNEL LTD	155,297	APLIN & MARTIN CONSULTANTS LTD	35,105
ALL-WEST GLASS SMITHERS LTD	230,510	APOLLO CLINIC	84,495
ALL-WEST GLASS TERRACE LTD	253,966	APPEALS UNLIMITED	25,505
ALL-WEST GLASS VANDERHOOF LTD	46,837	APPLE AUTO GLASS (ABBOTSFORD)	429,990
ALL-WEST HERITAGE GLASS LTD	152,662	APPLE AUTO GLASS (ALDERGROVE)	103,009
ALLCARE AUTO PROTECTION CENTRES	75,707	APPLE AUTO GLASS (CAMPBELL RIVER)	170,086
ALLEGIENT SYSTEMS (CANADA) INC	515,972	APPLE AUTO GLASS (CASTLEGAR)	203,594
ALLENA CHONG INSURANCE AGENCIES LTD	108,445	APPLE AUTO GLASS (CHILLIWACK)	326,967
ALLIANCE SYSTEMS CONSULTING	149,117	APPLE AUTO GLASS (COURTENAY)	414,540
ALLIED AUTOBODY REPAIR	95,273	APPLE AUTO GLASS (DAWSON CREEK)	352,392
ALLIED INFORMATION CANADA INC	129,015	APPLE AUTO GLASS (DUNCAN)	243,342
ALLIED INSURANCE SERVICES INC	2,208,696	APPLE AUTO GLASS (LANGLEY)	501,264
ALLSET AUTO GLASS LTD	29,923	APPLE AUTO GLASS (NANAIMO)	195,726
ALLSTAR COLLISION SERVICES LTD	953,603	APPLE AUTO GLASS (NELSON)	319,326

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
APPLE AUTO GLASS (SALMON ARM)	204,745	AUTO STAR COLLISION CENTRE LTD	27,907
APPLE AUTO GLASS (SURREY)	224,861	AUTO 2000 COLLISION LTD	140,565
APPLE AUTO GLASS (VERNON)	230,060	AUTO-LAND BODY & MECHANIC LTD	259,455
AQUARIUS AUTOBODY REPAIR	54,865	AUTOBODY ONE INC	657,448
AR OT REHABILITATION SERVICES INC	235,201	AUTOMALL AUTOBODY LTD	2,105,476
ARBOR BODY SHOP (1980) LTD	698,014	AUTOMASTER AUTOBODY	538,747
ARBUTUS INSURANCE BROKERS	267,255	AUTOSMART COMPLETE REPAIRS & SERVICES INC	464,235
ARBUTUS RV & MARINE SALES LTD	35,952	AUTOW / B & B TOWING (QUESNEL TOWING LTD)	133,350
ARCHER ADJUSTING & APPRAISALS LTD	55,005	AUTOWEST AUTOBODY LTD	357,895
ARCHIBALD CLARKE & DEFIEUX (COQUITLAM)	231,497	AUTOWORKS COLLISION REPAIR LTD	577,414
ARCHIBALD CLARKE & DEFIEUX (PR RUPERT)	311,004	AVENUE ALIGNMENT & BODY SHOP LTD	746,979
ARCHIE'S AUTOWRECKING & TOWING	41,284	AVIS RENT A CAR (COQUITLAM)	28,072
ARI FINANCIAL SERVICES INC	120,134	AVIS RENT A CAR (NEWTON)	107,648
ARIA SOLUTIONS INC	2,153,186	AVIS RENT A CAR (SURREY-KING GEORGE)	373,015
ARMSTRONG COLLISION LTD	891,208	AVIS RENT A CAR (VANC-SW MARINE)	40,383
ARMSTRONG SIMPSON	174,629	AVISCAR INC	107,198
ARROW CARSTAR COLLISION (ARROW AUTO BODY)	26,195	AXA PACIFIC INSURANCE COMPANY	464,082
ARROW INSURANCE AGENCY LTD	1,020,476	AXIS INSURANCE MANAGERS INC DBA WINRAM	366,863
ARROWSMITH AUTOMOTIVE	47,329	AZORCAN AUTO BODY REPAIR AND PAINTING	930,153
ART AUTO BODY INC	60,479	B & A AUTO BODY	1,270,322
ART WORKS GALLERY	36,829	B & B GLASS	62,269
ARTHUR JOHN S DR INC	200,449	B & D AUTO BODY LTD	2,233,362
ARTISTIC AUTO COLLISION LTD	100,128	B & H VENTURES LTD	80,177
ARTISTIC SIGN SERVICE LTD	122,984	B & M AUTO-CRAFT COLLISION LTD	1,092,214
AS NEW AUTOBODY & GLASS LTD	675,507	BA DAWSON BLACKTOP LTD	46,528
AS-U-LIKE-IT COMMERCIAL & RESIDENTIAL	41,589	BABINE TRUCK & EQUIPMENT LTD (PR GEORGE)	39,611
ASC COLLISION REPAIR LTD	551,948	BACK IN MOTION FUNCTIONAL ASSESSMENTS INC	285,574
ASC-AUTOMOTIVE STYLING CENTRE LTD	54,080	BACK IN MOTION REHAB (COQUITLAM) INC	50,804
ASHCROFT INSURANCE ADJUSTERS	73,141	BACK IN MOTION REHAB INC	44,706
ASHLEY-PRYCE INTERIOR DESIGNERS INC	1,045,942	BADRY COLLISION REPAIRS INC	387,845
ASPECT COMMUNICATIONS CANADA COMPANY	59,568	BAILEY WESTERN STAR TRUCKS INC	25,264
ASPECT SOFTWARE CANADA	62,161	BAJA AUTOBODY LTD	380,915
ASPECT SOFTWARE INC	35,289	BAKER MATERIALS ENGINEERING LTD	520,217
ASTROGRAPHICS INDUSTRIES	383,249	BAKER NEWBY & CO	2,030,484
ATI TRUCK REPAIR LTD	459,771	BALFOUR AUTOBODY & GLASS LTD	203,750
ATKINSON & TERRY INSURANCE BROKERS	8,226,029	BALLDE EAGLE ADJUSTING LLC	168,814
ATLAS ELECTRIC INC	43,374	BANK OF MONTREAL	226,978
ATTACHMATE CORPORATION	212,725	BANK OF NOVA SCOTIA	81,701
ATTENTION TO DETAIL PAINTING LTD	33,701	BANNISTER CHEVROLET INC	1,045,486
ATTS - AUTOMOTIVE TRAINING & TECHNICAL	27,671	BARE'S PAINT & BODYWORKS	517,140
ATWAL'S INSURANCE & FINANCIAL CENTRE INC	671,708	BARNES CRAIG & ASSOCIATES	321,723
ATWATER INSURANCE AGENCY LTD	389,344	BARNES HARLEY-DAVIDSON BUELL	27,493
AUDATEX	5,022,885	BARON INSURANCE AGENCIES GROUP INC	886,124
AUDI OF RICHMOND (COWELL MOTORS LTD)	42,056	BASRA JASKARANPAL, DC	140,280
AUDY AUTOBODY INC	623,339	BASRA STEVEN - TOTAL CARE CHIROPRACTIC	68,500
AURORA TRUCK CENTRE LTD	54,344	BAVARA AUTO HAUS INC	1,443,016
AUTO ART COMPLETE REPAIRS LTD	126,854	BAVARO AUTO BODY & AUTO GLASS	503,260
AUTO MIND COLLISION REPAIR (BURNABY)	848,625	BAY CITY INSURANCE SERVICES LTD	1,071,573
AUTO MIND COLLISION REPAIR (RICHMOND)	2,094,897	BAYSHORE HEALTHCARE LTD	118,504
AUTO MIND COLLISION REPAIR (SQUAMISH)	773,051	BAYVIEW AUTO TOWING (2000) LTD	120,569
AUTO MIND COLLISION REPAIR (VANCOUVER)	1,862,858	BAYWOOD GLASS INC	144,287
AUTO PLUS INSURANCE AGENCY INC	350,843	BC AUTOBODY & PAINTSHOP FIX AUTO BBY	580,640
AUTO SENSE COLLISION LTD	1,534,564	BC AUTOBODY & PAINTSHOP POMO LTD	304,050

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
BC COLLISIONS LTD	1,079,364	BLACKROCK ASSET MANAGEMENT CANADA LTD	1,288,907
BC HYDRO	3,360,363	BLAINE'S AUTOBODY & PAINT	51,921
BC LIONS FOOTBALL CLUB INC	30,346	BLAIR MACKAY MYNETT VALUATIONS INC	62,621
BC MEDEQUIP HOME HEALTHCARE LTD	430,838	BLAKE CASSELS & GRAYDON LLP	51,869
BC ONLINE	43,100	BLASBERG BRUCE DR INC	28,314
BC PROFESSIONAL & LEGAL INTERPRETERS INC	27,796	BLOCK 81 HOLDINGS LTD	1,514,355
BCAA INSURANCE AGENCY LTD	15,252,398	BLOOMBERG FINANCE LP	133,038
BCAA ROAD SAFETY FOUNDATION	147,500	BLUE CHIP JANITORIAL	34,944
BEATON TRUDY	35,098	BLUE CHIPS COLLISION REPAIR	1,057,778
BECK COLLISION SERVICES (LANGLEY)	759,684	BLUE KNIGHT INVESTIGATIONS	52,074
BECK ROBINSON & COMPANY	317,750	BLUEBIRD CABS LTD	48,519
BECKMAN JEFF H DR INC	105,715	BMC SOFTWARE CANADA INC	63,288
BEE JAY AUTO WRECKING & TOWING	79,549	BMT GROUP SERVICES LTD	37,116
BEE JAY'S SERVICES	36,184	BOB BROWN PONTIAC BUICK GMC LTD	591,738
BEBBIE GLASS CO LTD	65,164	BOB'S BARRIERE GLASS	47,282
BEHAVIORAL SOLUTIONS INC	33,720	BOBCAT COUNTRY INC	28,200
BEINDER DAVID - ADVENTURES IN FITNESS	39,495	BODO MOTORS AUTOMOTIVE SERVICES LTD	684,687
BEL AIR TAXI LTD	69,911	BODY-PLUS COLLISION REPAIR LTD	234,306
BELL CANADA	1,491,947	BODYCRAFT COLLISION LTD	1,094,784
BELL CONFERENCING INC	35,336	BODYFIT REHABILITATION SERVICES	111,557
BELL DESMOND DR	66,473	BONIFACE JEFF	273,126
BELMONT COLLISION (1975) LTD	1,514,607	BONNY'S TAXI LTD	80,670
BELRON CANADA INC	314,757	BOORMAN INVESTMENT CO LTD	115,932
BEN AUTO BODY LTD	82,899	BORDEN LADNER GERVAIS LLP	2,292,379
BEN'S TOWING & AUTO WRECKING LTD	210,283	BORDEN LADNER GERVAIS LLP (TORONTO)	124,442
BENZTA AUTO WORLD CO LTD	39,426	BOUGHTON LAW CORPORATION	43,792
BERK'S INTERTRUCK LTD	25,029	BOURDIN & ASSOCIATES CONSULTING GROUP LTD	87,640
BERNARD & PARTNERS	1,009,682	BOWEN ISLAND INSURANCE AGENCIES LTD	151,609
BERNIES CUSTOM AUTO BODY	33,949	BOYCE DAVID W DR INC	49,260
BEST AUTO BODY & PAINT LTD	577,242	BOYD AUTO BODY & GLASS (ABBOTSFORD)	722,770
BEST CHOICE COLLISION LTD	537,653	BOYD AUTO BODY & GLASS (LANGLEY)	888,866
BEST-VALU GLASS 2001 INC	203,159	BOYD AUTO BODY & GLASS (MAPLE RIDGE)	1,042,509
BEST-VALU GLASS 2011 INC	47,103	BOYD AUTO BODY & GLASS (NEW WEST)	820,856
BESTLOOK AUTOGLASS LTD	30,112	BOYD AUTO BODY & GLASS (RICHMOND)	122,038
BESTWAY AUTO BODY LTD	530,959	BOYD AUTO BODY & GLASS (SOUTH VANC)	1,136,430
BETA AUTO BODY SERVICES LTD	464,927	BOYD AUTO BODY & GLASS (SURREY)	1,500,850
BFL CANADA INSURANCE SERVICES INC	323,932	BOYD AUTO BODY & GLASS (VIC-JOHN ST)	947,658
BGM AUTOBODY INC	27,421	BOYD AUTO BODY & GLASS (VIC-SOOKE)	599,275
BIG CITY'S AUTO BODY LTD	451,999	BOYD AUTOBODY & GLASS (CALGARY)	103,989
BIG RIG (GP) LTD	90,170	BOYD AUTOBODY & GLASS (EDMONTON)	36,971
BIG RIG COLLISION (EDMONTON)	28,837	BOYLE MARC R DR INC	193,342
BIG RIG COLLISION & PAINT LTD	794,731	BOYLEY AUTO BODY	56,659
BILL HARTLEY INSURANCE SERVICES LTD	107,783	BRADDAN PRIVATE HOSPITAL	31,146
BILL HOWICH CHRYSLER LTD	46,498	BRAID INSURANCE AGENCIES LTD	49,748
BILL'S HEAVY DUTY ENTERPRISES (2004) LTD	100,633	BRAIDWOOD & COMPANY	78,649
BIO SOLUTIONS INC	374,902	BRANDALLIANCE (BC) INC DBA WILSON INT'L	145,884
BISHOP PAUL B DR	199,281	BRC GROUP	33,791
BISMARCK COLLISION & GLASS FACILITY	1,268,872	BRIAN GIBBARD LAW CORP	114,622
BIX GROUP (1320956 ONTARIO INC)	29,848	BRIAN JESSEL BMW/SUBARU	223,940
BK DANCEY INVESTIGATION SERVICES	70,970	BRIAN'S GLASS	83,128
BKV ENTERPRISES LTD	39,097	BRIDGE LAKE TOWING	50,281
BLACK SHIELD PREPAREDNESS SOLUTIONS INC	75,600	BRIDGE WEST CONSULTING INC	29,999
BLACK TOP CABS LTD	33,635	BRIDGEPORT COLLISION LTD	827,774

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
BRIDGEVIEW INSURANCE CENTRE LTD	225,788	BURNABY PHYSIOTHERAPY	28,424
BRITANNIA AGENCIES (1986) LTD	217,726	BURNABY SQUARE ORTHOPEDICS & SPORTS	48,925
BROADWAY STATION WELLNESS CENTRE	40,719	BURNS FITZPATRICK ROGERS SCHWARTZ TURNER	397,683
BROCO AUTO GLASS (CHILLIWACK)	114,153	BURNS PETER T, QC	85,239
BROCO AUTO GLASS (KELOWNA)	114,644	BURRARD AUTO METAL LTD	47,739
BROCO AUTO GLASS (NEWTON)	386,860	BURRARD AUTOSTRASSE COLLISION LTD	3,678,187
BROCO AUTO GLASS (PORT KELLS)	238,890	BUSY BEE INSTALLATIONS	42,423
BROCO AUTO GLASS (VANCOUVER-KINGSWAY)	371,027	BUTT THORNTON BAEHR LAW OFFICES	37,596
BROCO AUTO GLASS & UPHOLSTERY (BURNABY)	361,217	BUZZ'S AUTOBODY LTD	2,588,141
BROCO AUTO GLASS & UPHOLSTERY (COQUITLAM)	459,379	BZDEL DAVID DR	25,404
BROCO AUTO GLASS & UPHOLSTERY (HASTINGS)	113,205	C & C INSURANCE AGENCIES LTD	578,079
BROCO AUTO GLASS & UPHOLSTERY (KAMLOOPS)	290,651	C & K COLLISION (CHANG KWONG AUTOBODY)	201,696
BROCO AUTO GLASS & UPHOLSTERY (LANGLEY)	386,202	C & R TRUCK WEST LTD	1,042,690
BROCO AUTO GLASS & UPHOLSTERY (MPL RIDGE)	240,045	C A TOWING	25,048
BROCO AUTO GLASS & UPHOLSTERY (NANAIMO)	319,573	C G COYLE & ASSOCIATES INC	517,426
BROCO AUTO GLASS & UPHOLSTERY (NORTH VAN)	465,629	C P AUTOBODY LTD	118,708
BROCO AUTO GLASS & UPHOLSTERY (RICHMOND)	504,168	C R NO 1 AUTO BODY LTD	1,211,357
BROCO AUTO GLASS & UPHOLSTERY (SW MARINE)	587,127	C&D INSURANCE SERVICES LTD	168,599
BROCO AUTO GLASS & UPHOLSTERY (VICTORIA)	223,096	C-1 COLLISION REPAIR LTD	341,097
BROCO GLASS (ABBOTSFORD)	143,991	CA CANADA COMPANY	676,097
BROCO GLASS (SURREY)	188,765	CACTUS COLLISION & PAINT INC	716,056
BRODEX INDUSTRIES LTD	46,986	CADBORO BAY INSURANCE AGENCY LTD	105,402
BROKEN AUTO GLASS	25,077	CALAMOS ADVISORS LLC	385,879
BROOKFIELD BPOC	312,167	CALDWELL PARTNERS INTERNATIONAL INC	65,890
BROOKS CORNING COMPANY LTD	60,527	CALEA LTD	75,620
BROOKS KEVIN	47,790	CALGARY PETERBILT LTD	158,105
BROTHERS AUTOBODY REFINISHERS LTD	509,563	CAM CLARK FORD LINCOLN LTD	973,605
BROTHERS INSURANCE AGENCY LTD	531,464	CAMPBELL BURTON & MCMULLAN	387,981
BROUWER CLAIMS CANADA & CO LTD	97,560	CAMPBELL FROH MAY & RICE LLP	536,756
BROWN BROS AGENCIES LIMITED	253,612	CAMPBELL SAUNDERS & CO	49,290
BROWN BROS FORD SALES	84,137	CAN AM MOBILITY	117,522
BROWN ROBIN B - P ENGINEERING	75,236	CAN DO COLLISION LTD	31,736
BROWN'S CHEVROLET OLDSMOBILE LTD	29,082	CAN WEST CLAIMS INC	51,217
BROWNRIDGE & COMPANY INSURANCE SERVICES	651,622	CANADA POST CORPORATION	4,264,557
BRUNETTE INSURANCE AGENCIES LTD	639,855	CANADA REVENUE AGENCY	236,940
BRYAN & COMPANY LLP	353,380	CANADA SAFEWAY LTD - PHARMACY DIVISION	71,113
BRYAN'S AUTO BODY (SQUAMISH) LTD	412,304	CANADIAN CAR & TRUCK RENTAL (MACKIE BROS)	78,191
BUDGET CAR & TRUCK RENTAL	48,004	CANADIAN CLAIMS SERVICES INC	39,725
BUDGET CAR AND TRUCK RENTAL (BURNABY)	54,730	CANADIAN COMMUNICATION PRODUCTS INC	189,700
BUDGET CAR AND TRUCK RENTAL (LANGLEY)	27,456	CANADIAN RED CROSS	104,004
BUDGET CAR AND TRUCK RENTAL (PORT COQUIT)	30,120	CANADIAN SPRINGS	29,386
BUDGET GLASS LTD	157,712	CANAM MOBILITY	54,400
BUDGET RENT-A-CAR (SURREY-2576 KGH)	38,927	CANDAN RV CENTRE (TRAVELAND RV RENTALS)	39,973
BUDGET RENT-A-CAR (VICTORIA-HARRIET RD)	36,342	CANIL DR ROY G CHIROPRACTIC INC	30,700
BUDGET RENT-A-CAR (VICTORIA-2224 DOUGLAS)	38,899	CANNON CLINIC	36,973
BUDGET RENT-A-CAR OF BC LTD	67,341	CANPRO INVESTIGATIONS	666,605
BULKLEY VALLEY INSURANCE SERVICES LTD	697,935	CAPITAL AUTO GLASS (DUNCAN)	39,687
BULL HOUSSE & TUPPER LLP	108,985	CAPITAL AUTO GLASS & UPHOLSTERY (VICT)	233,947
BULLET AUTO GLASS & ACCESSORIES	74,056	CAPITAL GLASS (COURTENAY)	170,648
BUNTAIN INSURANCE AGENCIES LTD	626,212	CAPITAL GLASS (1996) LTD	29,300
BURNABY AUTO BODY 1986 LTD	64,080	CAPITAL TOWING & AUTO SERVICES	28,452
BURNABY KAWASAKI RETAIL LTD	57,666	CAPITAL WEST INSURANCE AGENCIES INC	181,790
BURNABY NORTH ROAD BUSINESS	30,000	CAPITAL WEST INSURANCE SERVICES (SURREY)	256,481

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
CAPITAL WEST INSURANCE SERVICES LTD	639,813	CHALKLINE BUSINESS SERVICES	44,475
CAPRI INSURANCE SERVICES LTD	6,775,426	CHAMBERS OLSON LTD	378,469
CARE CONCERNS LTD	60,352	CHAMPION CHEVROLET LTD	588,709
CARE PLACE MEDICAL CENTRE	32,851	CHANOR TRUCK & AUTO REPAIRS LTD	35,762
CARE POINT MEDICAL CENTRE	49,825	CHAP'S AUTO BODY LTD	292,470
CARE TOWING (1991) LTD	52,891	CHAREST REPORTING INC	127,565
CARFRA & LAWTON	2,153,756	CHARIOT AUTO SERVICES INC	64,138
CARIBOO CHEVROLET PONTIAC BUICK GMC LTD	25,056	CHARLESWORTH INSURANCE SERVICES LTD	781,107
CARIBOO COLLISION REPAIRS LTD	137,009	CHARLIES COLLISION & PAINT INC	350,523
CARIBOO TOWING (DOWNTOWN SERVICE)	99,301	CHARLTON HEATHER	30,951
CARRUTHERS & COMPANY	461,672	CHARLTON INSURANCE AGENCIES LTD	235,210
CARSON CONSULTING & MANAGEMENT INC	156,125	CHARMAINE TO PHYSIOTHERAPY	25,683
CARSON INSURANCE BROKERS LTD	378,611	CHAS & ASSOCIATES CONSULTING INC	226,660
CARSON SCOTT DR CHIROPRACTIC CORP	28,800	CHASE AUTO & WINDOW GLASS LTD	127,066
CARSTAR 360 ABBOTSFORD	574,246	CHECK POINT COLLISION LTD	191,006
CARSWELL	68,991	CHEMO RV SALES & SERVICE LTD	51,632
CARTER BODY & FRAME LTD	600,779	CHEN HUAN-WEI DR, DC	34,550
CARTER CHEVROLET CADILLAC (NORTH SHORE)	768,354	CHERNICK GRANT DR	29,273
CARTER CHEVROLET CADILLAC BUICK GMC LTD	2,162,036	CHESHIRE HOMES SOCIETY OF BC	152,606
CARTER HONDA	99,790	CHETWYND AUTO BODY 1994 LIMITED	361,895
CASCADE INSURANCE AGENCIES (BURNABY) INC	866,583	CHETWYND GLASS	145,757
CASEY LAW OFFICES	435,656	CHIEN CHARISSA	49,729
CASMAN INSURANCE AGENCY & FINANCIAL GROUP	493,017	CHILLIWACK AUTO GLASS & UPHOLSTERY LTD	199,054
CASSADY & COMPANY	1,125,265	CHILLIWACK FORD	26,622
CASSELLS INSURANCE LTD	74,016	CHILLIWACK INSURANCE AGENCIES LTD	418,027
CASTLE GLASS & WINDSHIELD LTD	71,001	CHIP'S AUTOGLASS & UPHOLSTERY	25,329
CASTLEGAR TRUCK SERVICE LTD	30,054	CHOICE INSURANCE SERVICES INC	470,378
CATHAY PACIFIC INSURANCE AGENCY LTD	66,886	CHOMICKI BARIL MAH LLP	113,080
CAVA AUTO BODY (1988) LTD	207,380	CHRISTENSEN COLLISION & AUTO DETAIL	606,909
CAVE & COMPANY	1,213,783	CHRISTIE-PHOENIX (VICTORIA) LTD	224,311
CAVERLY SANDRA - CONSULTANT	49,606	CHUCK JUNG ASSOCIATES	396,419
CB RICHARD ELLIS LIMITED	4,051,296	CHUN NORA	68,817
CB'S AUTOTECH COLLISION & AUTOBODY REPAIR	874,177	CIBC - GLOBAL TRANSACTION BANKING	101,522
CBI HEALTH CENTRES	65,631	CICI AUTO GLASS	55,377
CBI PHYSIOTHERAPY & REHAB (ABBOTSFORD)	30,470	CIRCUIT FRAME & SUSPENSION LTD (BOYD-COQ)	1,287,032
CBI PHYSIOTHERAPY & REHAB (BURNABY)	36,172	CIS INSURANCE BROKERS LTD	249,907
CBI PHYSIOTHERAPY & REHAB (COQUITLAM)	126,458	CISCO WEBEX LLC	42,624
CBI PHYSIOTHERAPY & REHAB (RICHMOND)	79,132	CISION CANADA INC	37,231
CBI PHYSIOTHERAPY & REHAB (SURREY)	328,546	CITY GLASS & WINDSHIELD SHOP LTD	116,009
CBV COLLECTIONS	90,912	CITY OF ABBOTSFORD	288,227
CCL LABEL, A DIV OF CCL INDUSTRIES LTD	479,559	CITY OF BURNABY	419,005
CEDAR VALLEY PHYSIOTHERAPY & PAIN CLINIC	78,355	CITY OF CAMPBELL RIVER	77,897
CELLTEX COLLISION REPAIRS LTD	242,572	CITY OF CHILLIWACK	263,845
CENTENNIAL AUTO BODY & GLASS LTD	259,490	CITY OF COQUITLAM	1,556,593
CENTRAL AGENCIES LTD	575,161	CITY OF COURTENAY	339,866
CENTRAL CITY INSURANCE SERVICES INC	188,336	CITY OF CRANBROOK	56,954
CENTRAL INTERIOR BAILIFFS INC	67,200	CITY OF FORT ST JOHN	44,926
CENTRAL PARK PHYSIOTHERAPY & SPORTS	120,869	CITY OF GREENWOOD	56,723
CENTURY COLLISION	578,391	CITY OF KAMLOOPS	296,484
CENTURY GLASS (85) LTD	512,158	CITY OF KELOWNA	169,147
CERIDIAN CANADA LTD	40,370	CITY OF LANGFORD	170,494
CERNA COLLISION LTD	406,757	CITY OF LANGLEY	82,327
CERTIFIED PROSTHETICS & ORTHOPEDICS	50,562	CITY OF NANAIMO	185,851

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
CITY OF NEW WESTMINSTER	669,073	COASTAL COMMUNITY INSURANCE SERVICES	3,787,925
CITY OF NORTH VANCOUVER	1,036,826	COASTAL FORD SALES LIMITED (BURNABY)	82,334
CITY OF PENTICTON	48,130	COASTAL RANGE SYSTEMS INC	229,520
CITY OF PORT COQUITLAM	157,191	COASTLINE AUTO GLASS LTD	67,308
CITY OF PORT MOODY	43,317	COASTLINE TOWING	140,397
CITY OF PRINCE GEORGE	144,351	COASTSIDE INVESTIGATIONS	30,051
CITY OF QUESNEL	38,691	COBBLE HILL COLLISION CORPORATION	97,422
CITY OF RICHMOND	495,307	COGHLAN JOHN K DR	125,255
CITY OF SURREY	779,958	COHEN DOUGLAS DR PSYCHOLOGICAL SERVICES	50,750
CITY OF TERRACE	28,900	COLBERT, LISETTE	86,363
CITY OF TRAIL	37,668	COLD COUNTRY AUTO	26,423
CITY OF VANCOUVER	2,000,112	COLIN M JACKSON INC	36,876
CITY OF VERNON	205,364	COLLIERS MACAULAY NICOLLS INC	309,910
CITY OF VICTORIA	535,342	COLLINGWOOD INSURANCE CENTRE INC	327,817
CITY OF WILLIAMS LAKE	44,977	COLLINGWOOD WELLNESS INC	189,468
CITY WIDE TOWING AND RECOVERY SERVICE LTD	52,454	COLLINS MANUFACTURING COMPANY LTD	149,565
CLAIMCO INC	25,374	COLLISION ANALYSIS LTD	38,859
CLAIMSPRO INC	475,543	COLUMBIA COLLISION REPAIRS LTD	1,116,652
CLARK AUTO BODY LTD	230,706	COLUMBIA GLASS (1972) LTD	119,621
CLARK'S AUDIO VISUAL SERVICES	54,113	COLUMBIA INSURANCE SERVICES INC	272,978
CLASSIC CAREGIVERS LTD	111,519	COLUMBIA INTERNATIONAL TRUCKS LTD	44,325
CLASSIC COLLISION LTD	603,951	COLUMBIA PACIFIC CONSULTING GROUP INC	855,459
CLASSIC GLASS & AUTO	694,742	COLUMBIA SPEECH AND LANGUAGE SERVICES INC	159,872
CLASSIC IMAGE AUTOBODY	325,128	COLUMBIA TOWING LTD (GOLDEN)	47,530
CLASSIC TOWING	137,765	COLUMBIA TOWING LTD (REVELSTOKE)	57,739
CLAYMORE COLLISION LTD (BOYD-POCO)	1,570,996	COLUMBIA TRUCK REPAIR INC	59,207
CLEAN AIR SERVICES CANADA	56,448	COM COURT CLEANING & PAINTING	31,450
CLEAR MARKETING INC	63,096	COMCARE HEALTH SERVICES	51,177
CLEAR VIEW GLASS & UPHOLSTERY LTD	226,500	COMFORT KEEPERS	40,618
CLEAR-VIEW GLASS (PRINCE GEORGE)	147,526	COMMERCIAL BODY BUILDERS LTD	25,702
CLEARBROOK GLASS 2007 LTD	210,019	COMMIT AUTO BODY & REPAIR LTD	376,441
CLEARVIEW GROUP SOLUTIONS FOR HEALTH INC	37,632	COMMUNITY AGAINST PREVENTABLE INJURIES	90,000
CLEARWATER GLASS LTD	80,259	COMMUNITY THERAPISTS (1998) INC	2,073,866
CLEARWATER TOWING LTD	53,810	COMOX VALLEY DODGE CHRYSLER JEEP LTD	589,049
CLEARWAY RENTALS INC	63,901	COMPETITION GLASS CO LTD	158,256
CLEARY INSURANCE AGENCIES LTD	272,164	COMPLETE REHAB & WELLNESS SERVICES	94,068
CLOVER COLLISION REPAIRS (1991) LTD	53,835	COMPREHENSIVE INSURANCE BROKERS LTD	810,437
CLOVER TOWING LTD	944,702	COMPUGEN INC	27,810
CLOVERDALE AUTO METAL (1979) LTD	621,836	CONCERT REAL ESTATE CORPORATION	147,797
CLOVERDALE PHYSIOTHERAPY	58,100	CONCERT REALTY SERVICES LTD	484,910
CMLS FINANCIAL LTD	75,046	CONNECT COMMUNITIES	84,786
CMW INSURANCE SERVICES LTD	115,708	CONNELL DOUGLAS G DR	44,400
CO-OPERATORS INSURANCE (THE)	5,367,171	CONNOR CLARK & LUNN INVESTMENT MGMT LTD	1,334,812
COACHE COLLISION LTD	2,136,785	CONPSYCH INC	29,975
COACHWERKS AUTOMOTIVE RESTORATION	180,433	CONSULCO CONSULTANTS INC	34,572
COAST CAPITAL INSURANCE SERVICES LTD	6,442,027	CONTINENTAL AUTO BODY LTD	180,846
COAST CLAIMS SERVICE LTD	197,186	COOKSON MOTORS IDEALEASE LTD	29,077
COAST COLLISION	57,503	COOKSON MOTORS LTD	92,785
COAST GLASS LTD	25,729	COPART AUTO AUCTIONS	185,943
COAST MOUNTAIN BUS COMPANY LTD	562,661	COQUITLAM AGENCIES (1982) LTD	326,432
COAST MOUNTAIN CHEVROLET OLDSMOBILE LTD	30,480	COQUITLAM CUSTOM COLLISION CENTRE LTD	54,465
COAST PLAZA HOTEL & SUITES	110,287	COQUITLAM TOWING & STORAGE CO LTD	735,780
COAST REPORTING SERVICES	150,777	CORE AUTOBODY & REPAIR LIMITED	243,296

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
CORNERSTONE ADJUSTERS INC	172,780	CROSSROADS PHYSIOTHERAPY & MASSAGE	33,068
CORNERSTONE SIGNAGE & DESIGN LTD	55,240	CROWN CORPORATION EMPLOYERS' ASSOCIATION	43,000
CORONATION INSURANCE AGENCIES LTD	567,431	CROWN GLASS LTD	296,405
CORPORATE CLASSICS CATERERS	181,118	CROWN PACIFIC COLLISION & SALES LTD	48,677
CORPORATION COMPUWARE DU CANADA	771,778	CRUISE CONSTRUCTION LTD	84,996
CORPORATION OF DELTA	371,284	CRUSH COLLISION LTD	55,592
CORVETTE SPECIALTIES LTD	217,469	CRYSTAL GLASS CANADA LTD (CRANBROOK)	163,276
COSMOS AUTOCARE (COSMIC COLLISION LTD)	608,647	CRYSTAL GLASS CANADA LTD (FERNIE)	135,878
COTTONWOOD AUTO BODY LTD	1,056,196	CRYSTAL GLASS CANADA LTD (KAMLOOPS)	210,625
COUNTRY RV CENTRE LTD	27,988	CRYSTAL GLASS CANADA LTD (KEL-BYLAND RD)	214,841
COURTENAY COLLISION SERVICES LTD	311,480	CRYSTAL GLASS CANADA LTD (KEL-PANDOSY ST)	253,821
COWICHAN COLLISION LTD	531,935	CRYSTAL GLASS CANADA LTD (LANGLEY)	180,723
COWICHAN TOWING LTD	48,226	CRYSTAL GLASS CANADA LTD (MAPLE RIDGE)	91,452
COYOTE COLLISION LTD	922,876	CRYSTAL GLASS CANADA LTD (NEW WEST)	89,709
COZENS WIENS LLP	317,157	CRYSTAL GLASS CANADA LTD (PRINCE GEORGE)	285,037
CRAFTLINE COLLISION	88,312	CRYSTAL GLASS CANADA LTD (QUESNEL)	183,500
CRAFTSMAN COLLISION (1981) LTD (ABB-SFW)	485,902	CRYSTAL GLASS CANADA LTD (RICHMOND)	166,597
CRAFTSMAN COLLISION (1981) LTD (ABBOTS)	1,721,925	CRYSTAL GLASS CANADA LTD (SALMON ARM)	108,754
CRAFTSMAN COLLISION (1981) LTD (BBY-IMP)	2,344,141	CSA INVESTIGATIONS	117,898
CRAFTSMAN COLLISION (1981) LTD (BBY-1ST)	1,350,735	CTC RESOURCES LTD	35,980
CRAFTSMAN COLLISION (1981) LTD (CAMBIE)	2,241,708	CULLEN GARY - CULLEN CONFLICT RESOLUTION	103,761
CRAFTSMAN COLLISION (1981) LTD (CHILLWCK)	932,303	CUMBERBIRCH INSURANCE AGENCY LTD	98,568
CRAFTSMAN COLLISION (1981) LTD (COQUIT)	1,411,780	CUMMINS GRANDE PRAIRIE	31,246
CRAFTSMAN COLLISION (1981) LTD (DELTA)	2,687,685	CUNDARI SEIBEL LLP	2,214,402
CRAFTSMAN COLLISION (1981) LTD (KELOWNA)	1,490,852	CUNNINGHAM LINDSEY CANADA LIMITED	89,233
CRAFTSMAN COLLISION (1981) LTD (LANG-BYP)	2,143,617	CUT THUMB GLASS LTD	82,711
CRAFTSMAN COLLISION (1981) LTD (LANG-96)	1,819,378	CUTBANKS AUTOBODY & GLASS LTD	380,381
CRAFTSMAN COLLISION (1981) LTD (MPL RDG)	3,051,054	CYGNUS SIGN MANAGEMENT INC	47,269
CRAFTSMAN COLLISION (1981) LTD (NANAIMO)	1,258,027	D & B CUSTOM PAINTING LTD	33,180
CRAFTSMAN COLLISION (1981) LTD (NEWTON)	1,535,298	D & K BODY SHOP CO LTD	179,636
CRAFTSMAN COLLISION (1981) LTD (PORT COQ)	1,999,018	D BRAD HENRY LAW CORPORATION	224,106
CRAFTSMAN COLLISION (1981) LTD (PT MOODY)	1,448,320	D C DEAN ASSOCIATES INC	167,321
CRAFTSMAN COLLISION (1981) LTD (RICHMOND)	2,905,800	D J HUSBAND MEDIATION SERVICES	180,742
CRAFTSMAN COLLISION (1981) LTD (SUR-32ND)	1,626,270	D J'S PAINT & BODY (1987) LTD	588,716
CRAFTSMAN COLLISION (1981) LTD (VAN-MAIN)	2,080,003	D W SIMPSON & COMPANY INC	73,243
CRAFTSMAN COLLISION (1981) LTD (VAN-1ST)	2,705,542	D'ARCY'S GLASS	232,553
CRAFTSMAN COLLISION (1981) LTD (VIC-BRDG)	1,688,560	DALE BAZZANA AUTO BODY	76,709
CRAFTSMAN COLLISION (1981) LTD (VIC-ESQU)	1,203,450	DAMS FORD LINCOLN SALES LTD (FRASER HWY)	1,371,099
CRAFTSMAN COLLISION (1981) LTD (VIC-ISL)	1,361,352	DAMS FORD LINCOLN SALES LTD (104TH AVE)	1,413,667
CRAFTSMAN COLLISION (1981) LTD (WEST KEL)	132,888	DAN THE MAN'S AUTOBODY REPAIRS LTD	657,579
CRAFTSMAN COLLISION LTD (NORTH VANCOUVER)	1,887,178	DAN'S KAMLOOPS COLLISION CENTRE LTD	1,758,676
CRAFTSMAN COLLISION LTD (VANC-POWELL ST)	1,305,777	DANIEL COKER HORTON & BELL	45,181
CRAFTSMAN COLLISION LTD (VANC-6TH AVE)	4,345,768	DARYL PAGE INSURANCE AGENCIES LTD	1,022,674
CRANBROOK GLASS	77,482	DATA WORKS TECHNOLOGY SOLUTIONS INC	30,257
CRAWFORD & COMPANY CANADA INC	93,760	DATACORE MAIL MANAGEMENT LTD	148,731
CRAWFORD ADJUSTERS CANADA INC	72,696	DATAMARK SYSTEMS INC	1,074,600
CREATIVE MOBILITY PRODUCTS INC	85,232	DAVE DALE INSURANCE AGENCIES LTD	540,710
CREATIVE THERAPY CONSULTANTS	122,449	DAVID BELLM & CO INSURANCE CONSULTANTS	206,687
CRESTON CLASSIC GLASS & TRIM	55,188	DAVID EYTAN ABRAHAM DR	311,789
CRESTON TRUCK SERVICE LTD	43,392	DAVID J GOOK INSURANCE AGENCIES LTD	526,324
CRESTON VALLEY INSURANCE SERVICES LTD	645,930	DAVID MORSE & ASSOCIATES	76,644
CROCKETT CONSULTING INC	47,381	DAVIDSON LAWYERS LLP	1,046,016
CROSSMAN MARK W DR	218,865	DAVIE & ASSOCIATES	755,142

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
DAVIES WARD PHILLIPS & VINEBER	65,773	DOMENICO MEDIATION & ADJUSTMENT SERVICES	128,942
DAVIS LLP	409,997	DOMMISSE I G DR INC	305,015
DAWN INSTALLATIONS LTD	114,770	DON BECK COLLISION LTD	2,560,848
DAWSON CREEK COLLISION	115,474	DON DOCKSTEADER MOTORS LTD	32,213
DAY AND NIGHT TOWING & AUTOWRECKING	41,848	DON FOLK AUTOBODY	903,745
DAYTONA MOTORSPORTS (VANCOUVER)	43,056	DON RUSSELL INSURANCE AGENCIES LTD	40,250
DCT CHAMBERS TRUCKING LTD	210,307	DON UNRAU & ASSOCIATES	161,948
DDI SELECTION & DEVELOPMENT SYSTEMS LTD	39,559	DON WOTHERSPOON & ASSOCIATES (FLEETWOOD)	445,183
DE BEER HETTIE, OT	35,012	DON WOTHERSPOON & ASSOCIATES (FRASER HTS)	255,950
DEAK AGENCIES LTD	42,755	DON WOTHERSPOON & ASSOCIATES (NORDEL) LTD	361,207
DEAN NEUMANN PLC	453,612	DON WOTHERSPOON & ASSOCIATES (PANORAMA)	548,083
DEARBORN MOTORS LTD	94,818	DON WOTHERSPOON & ASSOCIATES (POCO) LTD	377,880
DECO PLUS PAINTING AND CONTRACTING LTD	144,706	DON WOTHERSPOON & ASSOCIATES (RICHMOND)	251,991
DEL ORO TOWING LTD	232,902	DON WOTHERSPOON & ASSOCIATES (VANCOUVER)	1,646,817
DELCAN CORPORATION	54,438	DON WOTHERSPOON & ASSOCIATES LTD	153,974
DELEUR CONSULTING LTD	176,890	DON'S AUTO BODY & PAINT SHOP LTD	524,783
DELOITTE & TOUCHE LLP	8,689,518	DON'S AUTO TOWING LTD	374,558
DELTA SUNSHINE TAXI (1972) LTD	37,202	DONN DEAN COLLISION LTD	815,799
DEMARA INSURANCE BROKERS LTD	464,327	DORSET REALTY GROUP CANADA LTD	116,633
DEN'S LADYSMITH COLLISION CENTRE INC	223,517	DOUGLAS R SODERLAND LAW OFFICES	246,177
DENNIS JONSSON MOTOR PRODUCTS LTD	422,758	DOWNTOWN SERVICE TOWING LTD	71,700
DERER LAW	35,457	DPS ENTERPRISES LTD DBA SUSSEX INS AGENCY	154,745
DESTINATION TOYOTA BURNABY	1,903,140	DRAKE MEDOX HEALTH SERVICES INC	92,372
DEVON TRANSPORT LTD (BUDGET-KAMLOOPS)	30,912	DRAKE TOWING LTD	319,299
DHALIWAL GURSARNJIT DR, DC	28,800	DRISCOLL ERIN	59,745
DHESI JASVINDER DR - NEWTON CHIROPRACTIC	53,950	DRIVING FORCE INC (THE)	113,892
DHL EXPRESS (CANADA) LTD	676,041	DRUMMOND LAW CORPORATION	603,919
DIAMOND AUTO & WINDOW GLASS	100,517	DUCK CREEK TECHNOLOGIES INC	423,012
DIAMOND AUTO DISPOSAL	173,004	DUECK CHEVROLET BUICK CADILLAC GMC LTD	2,010,131
DIONNE GLASS	70,091	DUECK LANSDOWNE PONTIAC BUICK CADILLAC	1,501,036
DIRECT TOWING	25,993	DUKE REFRIGERATION & HVAC LTD	151,504
DISCOVERY CLAIMS SERVICES LTD	137,880	DUMORE'S COLLISION LTD	642,488
DISCOVERY INSURANCE SERVICES LTD	419,595	DUMOULIN BOSKOVICH LLP	2,107,587
DISTRICT OF CLEARWATER	198,514	DUNBAR INSURANCE AGENCY LTD	315,408
DISTRICT OF HUDSON'S HOPE	115,518	DUNDEE REALTY MANAGEMENT (BC) CORP	478,731
DISTRICT OF MAPLE RIDGE	206,487	DUNSMUIR & HORNBY LTD	1,306,326
DISTRICT OF NEW HAZELTON	287,693	DUTTILL DAN DR	27,000
DISTRICT OF NORTH COWICHAN	278,806	DYCK'S DRUGS 1994 LTD	28,133
DISTRICT OF NORTH VANCOUVER	252,597	DYE & DURHAM CORPORATION	346,367
DISTRICT OF OAK BAY	27,531	DYNAMEX CANADA LIMITED	144,671
DISTRICT OF SAANICH	297,092	DYNAMIC AUTO CENTRE LTD	41,683
DISTRICT OF SUMMERLAND	61,156	DYNAMIC FACILITY SERVICES LTD	30,473
DISTRICT OF WEST KELOWNA	37,284	DYNAMIC OCCUPATIONAL THERAPY SERVICES INC	45,473
DISTRICT OF WEST VANCOUVER	106,258	DYNAMIC PERFORMANCE AUTO CENTRE LTD	49,514
DIX INSURANCE AGENCIES LTD	69,089	DYNAMIC REHAB SERVICES	106,365
DL ADJUSTERS LTD	301,607	DYNAMIC REHABILITATION	647,877
DNR TOWING INC	134,569	E J KLASSEN MOTORCADE LTD	255,496
DOAK SHIRREFF	205,683	E V TOWMASTERS SERVICES LTD	28,554
DOBIE INSURANCE SERVICES LTD	374,557	EAGL MANAGEMENT LTD	67,267
DOBSON'S GLASS LTD	287,538	EAGLE AUTOMOTIVE CENTER	379,217
DOC'S AUTO BODY (2007) LTD	834,541	EAGLE COLLISION SERVICES LTD	143,509
DOLLAR THRIFTY AUTOMOTIVE GROUP CANADA	208,449	EAGLE RIDGE AQUATIC CENTRE PHYSIOTHERAPY	75,122
DOLO INVESTIGATIONS LTD	549,466	EAGLERIDGE INSURANCE AGENCY LTD	223,211

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
EARLEY & ASSOCIATES INC	27,986	ENTERPRISE RENT-A-CAR (RICH-BRIDGEPORT)	223,721
EAST END AUTO BODY SHOP LTD	537,582	ENTERPRISE RENT-A-CAR (RICH-SMALLWOOD)	48,650
EAST KOOTENAY REALTY INSURANCE	900,277	ENTERPRISE RENT-A-CAR (SURREY-KING GEO)	28,889
EASTGATE AUTOBODY SHOP (1981) LTD	809,270	ENTERPRISE RENT-A-CAR (SURREY-120TH ST)	81,898
EASTWIN AUTO MODE LTD	99,180	ENTERPRISE RENT-A-CAR (SURREY-72ND AVE)	397,588
EBA ENGINEERING CONSULTANTS LTD	173,442	ENTERPRISE RENT-A-CAR (VANC-FRASER ST)	403,631
EBSCO CANADA LTD	84,654	ENTERPRISE RENT-A-CAR (VANC-SW MARINE DR)	41,357
ECHLIN INSURANCE AGENCY LTD	352,906	ENTERPRISE RENT-A-CAR (VANC-WEST 1ST AVE)	70,810
ECKLER LTD	179,392	ENTERPRISE RENT-A-CAR (VERNON)	35,893
ECM ENGINEERING CONSULTANTS INC	32,001	ENTERPRISE RENT-A-CAR (VICTORIA-GOVT ST)	61,125
ECONO GLASS LTD	40,152	ENTERPRISE RENT-A-CAR CANADA LTD	989,557
ED KLASSEN PONTIAC BUICK GMC (1994) LTD	1,467,873	ENVISION INS SERVICES DBA DON STOBBE INS	92,226
ED SCHRAM MOTORS LTD	64,618	ENVISION INSURANCE SERVICES LTD	3,538,749
EDELWEISS AUTO REPAIRS LTD	381,653	ENVOY BAILIFFS & COLLECTION SERVICES LTD	161,246
EDMONTON KENWORTH LTD	32,320	ERAMAX HOLDINGS	34,500
EDWARD WONG PHYSIOTHERAPY CLINIC	93,936	ERIC GREENWOOD CONSTRUCTION	104,416
EFFECTIVE AUTO BODY REPAIR LTD	272,917	ERIK'S RESTORATIONS INC	39,105
EISENHUT INSURANCE AGENCIES LTD	523,104	ERNIE'S TOWING INC	49,137
ELAN DATA MAKERS	180,624	ERNST & YOUNG LLP	54,304
ELDERSAFE SUPPORT SERVICES	29,918	ERV'S AUTO BODY LTD	771,114
ELITE BODY SHOP LTD	1,881,086	ES AUTO BODY (ES AUTO SALES LTD)	163,532
ELITE XPRESS COLLISION SERVICES	918,092	ESSENTIAL AUTO COLLISION LTD	422,341
ELK VALLEY AUTO BODY (1983) LTD	237,947	ESSENTIAL KINETICS	33,032
ELK VALLEY GLASS LTD	143,170	ESSEX COLLISION SERVICES LTD	736,793
ELLIOTT T G DR INC	167,825	ESSEX INSURANCE AGENCY (1ST AVENUE) INC	316,442
ELLIS CREEK AUTOBODY	418,466	EURO-CAN BUILDING SERVICES LTD	87,287
ELLIS DAVID R DR	29,018	EUROSPEC AUTOBODY (2001) LTD	192,443
ELMERS INSURANCE AGENCY LTD DBA BARON INS	244,736	EVANSTON REGIONAL HOSPITAL	62,259
EMB AMERICA LLC	27,087	EVERGREEN NURSING SERVICES LTD	613,919
EMB SOFTWARE LTD	42,699	EXCEL AUTOBODY LTD	366,979
EMC CORPORATION OF CANADA	6,475,983	EXCEPTIONAL TOWING	82,107
EMMET CAFFERKY & ASSOCIATES LTD	315,001	EXITCHECK TM	32,765
ENCORE TOWING & SERVICE	29,625	EXPERT COLLISION (2002) LTD	558,720
ENDERBY AUTO BODY LTD	359,804	EXPRESS LANE AUTOBODY LTD	176,974
ENDERBY GLASS (1999)	25,865	EXTREME AUTOBODY LTD	788,238
ENIGMA GROUP INC (THE)	29,527	EYFORD MACAULAY SHAW & PADMANABHAN LLP	1,793,584
ENSERA	267,989	F ADAMS & ASSOCIATES INSURANCE SERVICES	692,789
ENTERPRISE AUTO & RV LTD	32,477	FABRIS MCIVER HORNQUIST & RADCLIFFE	689,577
ENTERPRISE GLASS LTD	38,371	FACTORY FINISH AUTO GLASS LTD	35,213
ENTERPRISE RENT-A-CAR (BBY-GILMORE AVE)	121,163	FAIRLANE COLLISION REPAIRS LTD	1,794,248
ENTERPRISE RENT-A-CAR (BBY-IMPERIAL ST)	155,761	FALCON EQUIPMENT LTD	130,861
ENTERPRISE RENT-A-CAR (CHILLIWACK)	47,983	FALKINS INSURANCE GROUP LIMITED	2,340,151
ENTERPRISE RENT-A-CAR (COQ-BARNET HWY)	100,999	FALKINS INSURANCE SERVICES (KIMBERLEY)	315,072
ENTERPRISE RENT-A-CAR (COQ-BRUNETTE AVE)	62,681	FALKINS INSURANCE SERVICES GOLDEN LTD	402,007
ENTERPRISE RENT-A-CAR (KAMLOOPS)	34,904	FALSE CREEK COLLISION	1,031,188
ENTERPRISE RENT-A-CAR (KELOWNA-AIRPORT)	50,772	FAME FACILITY SOFTWARE SOLUTIONS INC	90,202
ENTERPRISE RENT-A-CAR (KELOWNA-KEEHN ST)	40,569	FARBROOK AUTO WRECKING 1979 LTD	25,140
ENTERPRISE RENT-A-CAR (KING GEORGE HWY)	119,026	FARRELL KEVIN DR INC	31,975
ENTERPRISE RENT-A-CAR (LANGLEY BYPASS)	213,267	FASKEN MARTINEAU DUMOULIN LLP	1,388,322
ENTERPRISE RENT-A-CAR (MPL RDG-LOUGHEED)	26,760	FAST FIRST AID & SURVIVAL TECHNOLOGIES	62,651
ENTERPRISE RENT-A-CAR (N VAN-MARINE DR)	176,049	FAST FRIENDLY RELIABLE GLASS SERVICE	53,929
ENTERPRISE RENT-A-CAR (NEW WESTMINSTER)	45,168	FAST TRACK INVESTIGATIONS	44,385
ENTERPRISE RENT-A-CAR (PRINCE GEORGE)	33,373	FASTFLOW CONSTRUCTION INC	32,934

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
FASTRACK AUTOBODY LTD	667,632	FRASER MILNER CASGRAIN LLP	66,249
FATWIRE CORPORATION	58,214	FRASER RIDGE HAND THERAPY CLINIC	31,561
FAVERO K J DR INC	320,083	FRASER RIVER PAINT & BODY LTD	145,739
FAWCETT INSURANCE AGENCY LTD	359,680	FRASER VALLEY AUTO GLASS AND DETAILING	71,270
FAYE NAPLES PHYSIOTHERAPIST CORP	60,279	FRASER VALLEY BRAIN INJURY ASSOCIATION	26,300
FBIG INVESTIGATIONS (OKANAGAN) INC	124,740	FRASER VALLEY ORTHOPEDIC & SPORTS PHYSIO	251,878
FDI FORENSIC DYNAMICS INC	240,407	FRASER VALLEY REHAB SHOP LTD	39,280
FEDERAL EXPRESS CANADA LTD	47,865	FRASERVUE COLLISION REPAIR LTD	1,073,435
FENDER'S AUTO BODY & PAINT LTD	1,535,523	FRASERWAY RV CENTRE LTD (CLEARBROOK)	119,906
FENNELL'S RV REPAIR LTD	41,838	FRASERWAY RV CENTRE LTD (DELTA)	53,479
FERN RIDGE PLACE	51,100	FRASERWAY RV GP LTD	101,180
FERNY'S AUTO BODY SHOP LTD	237,753	FRED'S AUTOBODY & PAINT (FRED GOWER ENT)	751,359
FERREIRA COLLISION CENTRES LTD	728,451	FREIGHTLINER OF CRANBROOK LTD	185,460
FHC REACTIVE INJURY MANAGEMENT LTD	589,646	FREIGHTLINER OF KELOWNA LTD	46,866
FIELD LAW	127,387	FRITZ SHIRREFF VICKERS	1,802,354
FIJI ISLAND AUTO REPAIRS LTD	544,786	FROH ROBERT DR INC	148,594
FILBEY JAMES DR INC	30,639	FRONTIER CHRYSLER LIMITED	35,714
FINE TOUCH AUTOBODY & GLASS LTD	518,616	FRONTIER COLLISION CENTER	40,868
FINNING CANADA	28,476	FRYE CLAIMS CONSULTATION & ADMINISTRATION	46,873
FIRST CANADIAN LOGISTICS LTD	73,109	FUNCTIONAL KINETICS	35,058
FIRST CAPITAL (LONGWOOD STATION) CORP	119,213	FUNCTIONAL OUTCOMES REHAB SERVICES INC	67,239
FIRST CHOICE TOWING (2007) LTD	138,257	FUNG LEO DR	28,090
FIRST CLASS AUTO BODY LTD	807,556	G & A AUTOBODY REPAIRS LTD	141,118
FIRST INSURANCE AGENCIES LTD	1,157,857	G B GLASS EXPRESS	165,017
FIRST RESPONSE GLASS LTD	195,043	G DUNCAN AUTO BODY LTD	745,735
FIRST TRUCK CENTRE VANCOUVER INC	1,125,553	G HO ENGINEERING CONSULTANTS INC	164,836
FIRST TRUCK COLLISION CENTRE LTD	478,398	G KEITH CHAMBERS CONSULTING INC	79,270
FIRST WESTERN INSURANCE SERVICES INC	243,683	G&G AUTO BODY REPAIR & SALES LTD	123,753
FISHER CHARLES DR INC	36,784	GALAXIE COLLISION 1979 LTD (BOYD-BURNABY)	1,234,271
FIT BODY ATHLETICS	51,365	GALAXY COACH SALES SERVICE & LEASING LTD	58,607
FIX AUTO KELOWNA	121,033	GALLAGHER LAKE AUTO-BODY	257,995
FLAG AUTOMOTIVE SALES & LEASE LTD	1,406,749	GARDA INVESTIGATION SERVICES	55,286
FOCUS INVESTIGATIVE SERVICES INC	87,375	GARDEN CITY BODY & PAINT	67,955
FOCUS REHABILITATION AND CONSULTING	101,606	GARDNER CHEVROLET PONTIAC BUICK GMC LTD	36,849
FORENSIC INVESTIGATIONS CANADA INC	108,764	GARRICK AUTOMOTIVE LTD	29,506
FORRESTER RESEARCH INC	132,060	GARRISON BEATTY & GARRISON INSURANCE	613,819
FORSONS ADJUSTING SERVICE	168,762	GARTNER CANADA CO	86,576
FORT CITY CHRYSLER SALES LTD	26,372	GARY W NIX & ASSOCIATES LTD	107,687
FORT FABRICATION & WELDING LTD	38,387	GASMANN'S 17 11 TOWING	36,820
FORT NELSON AUTOBODY (1999)	280,923	GASTOWN PHYSIO & PILATES	25,342
FORTISBC	667,301	GATOR AUTO GLASS	53,828
FORWARD MOTION PROSTHETICS LTD	49,455	GEMINI ADJUSTERS LTD	145,092
FORWORDS COMMUNICATION INC	104,169	GENERIC TOWING & AUTO PARTS LTD	128,765
FOUNTAIN TIRE	45,468	GEO H HEWITT CO LTD (THE)	27,046
FOWLES SARAH	47,376	GEO'S AUTOBODY	31,018
FOX INSURANCE BROKERS LTD	234,762	GEORGE'S BODY SHOP LTD	659,209
FP&H LAWYERS	182,842	GEORGIA STRAIGHT COLLISION LTD	793,942
FPINFOMART (DIV OF POSTMEDIA NETWORK)	57,829	GET-AWAY RV CENTRE LTD	64,416
FRANK'S AUTO BODY REPAIR	1,260,366	GIANT ANT MEDIA INC	27,430
FRASER AUTO DENT & COLOR	54,824	GIBB & COMPANY	368,268
FRASER CANYON GLASS LTD	70,321	GIBBY'S AUTOBODY LTD	44,173
FRASER HEALTH AUTHORITY	124,795	GIBSONS AUTOBODY LTD	202,324
FRASER HEIGHTS BUSINESS CENTRE	26,150	GILBERT WRIGHT & KIRBY	369,058

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
GILLESPIE RENKEMA BARNETT BROADWAY LLP	1,723,797	GRANTON MOTORS LTD	29,712
GITTENS WINSTON DR INC	35,692	GRAPHIC OFFICE INTERIORS LTD	46,197
GIVER A YANK TOWING & PICKER SERVICE	50,917	GRASS CREEK VENTURES	26,717
GJB HOLDINGS LTD	92,903	GRAY LINE OF VICTORIA	47,048
GK WOODWARD & ASSOCIATES	131,582	GREAT WEST LIFE	4,214,970
GLACIER TOYOTA	40,158	GREAT-WEST LIFE ASSURANCE COMPANY	305,077
GLASS DOCTOR ABBY	106,720	GREATER VANCOUVER COMMUNITY SERVICES	33,330
GLASS DOCTOR NORTH VANCOUVER	179,294	GREENLEAF INVESTMENTS DBA C&N INSURANCE	605,109
GLASS HOUSE (THE)	54,394	GREG GARDNER MOTORS LTD	46,770
GLASSHOUSE SYSTEMS INC	1,550,372	GREG'S RV PLACE	57,928
GLENMERRY GLASS LTD	122,234	GREY ROBINSON & ASSOCIATES	843,138
GLENN MOUNTAIN ORTHOPEDIC & SPORTS PHYSIO	49,437	GROYE EQUIPMENT RENTALS LTD	84,159
GLOBAL AUTOBODY & PAINT LTD	41,267	GRYPMA MARTIN P DR INC	339,560
GLOBAL INSURANCE AGENCY (2007) LTD	172,183	GT COLLISION LTD	2,951,031
GLOBAL INSURANCE AGENCY (2008) LTD	178,230	GUIDEWIRE SOFTWARE INC	2,833,889
GLOBAL INSURANCE AGENCY LTD	349,494	GUILDFORD CAB (1993) LTD	68,909
GLOBAL KNOWLEDGE NETWORK CANADA INC	26,251	GUILDFORD PHYSIOTHERAPY AND HAND THERAPY	36,468
GLOBAL LEARNING INC	38,357	GULF AND FRASER INSURANCE SERVICES LTD	45,600
GLOBAL ROADWAY MAINTENANCE INC	30,369	GULF ISLANDS INSURANCE AGENCIES LTD	112,894
GMR ADVANCED AUTOWORKS (ROB'S AUTO CARE)	517,007	GUSTOFSON'S AUTO SERVICE LTD	674,862
GNK INSURANCE SERVICES INC	524,108	GUY CARPENTER AND COMPANY LTD	9,179,321
GODOY & VERVERGAERT INSURANCE BROKERS INC	336,472	GUY'S AUTOCHECK & REPAIR LTD	31,446
GODOY & VERVERGAERT INSURANCE ONLY INC	432,859	GXS CANADA INC	52,416
GODOY'S INSURANCE ONLY (LANGLEY) INC	300,556	G4S CASH SOLUTIONS (CANADA) LTD	260,786
GODOY'S INSURANCE ONLY INC	315,259	H & L GLASS LTD	66,294
GOLD KEY INSURANCE SERVICES LTD	1,250,497	H & R COLLISION AND GLASS LTD	2,554,442
GOLD KEY LANGLEY VOLKSWAGEN	878,314	H G INSURANCE AGENCIES LTD	433,416
GOLDEN EARS INSURANCE SERVICES LTD	524,588	HABANERO CONSULTING GROUP	2,251,523
GOLDEN EARS ORTHOPAEDIC & SPORTS PHYSIO	150,211	HABITAT INSURANCE AGENCIES LTD	131,369
GOLDEN SHIELD ADJUSTERS LTD	78,719	HAIGHT BROWN & BONESTEEL LLP	146,317
GOLDEN TOWING LTD (SURREY WIDE TOWING)	33,768	HAKEMI & COMPANY LAW CORPORATION	32,551
GOLDER ASSOCIATES LTD	71,257	HAMILTON DUNCAN ARMSTRONG & STEWART	774,336
GOLDKEY INSURANCE SERVICES (ABBOTSFORD)	75,231	HANIN INSURANCE SERVICES INC	373,840
GOLDMINE INSURANCE SERVICES LTD	488,076	HANSEN JANICE F - MEDIATOR	66,077
GOLDSTEIN B H DR INC	58,041	HANSSON ANN DR INC	91,309
GORD-RON'S AUTO METAL LTD (BBY-EDMONDS)	1,445,926	HARBORD INSURANCE SERVICES FAIRFIELD LTD	329,504
GORD-RON'S AUTO METAL LTD (BBY-ROYAL OAK)	485,573	HARBORD INSURANCE SERVICES LTD	373,983
GORDON HULME LTD	115,646	HARBORVIEW MEDICAL CENTRE	245,174
GORDON'S AUTO BODY WORKS LTD	2,170,904	HARBOUR INSURANCE AGENCIES LTD	163,136
GOVERNMENT AGENT - ATLIN	40,176	HARBOUR INTERNATIONAL TRUCKS LTD	25,478
GOVERNMENT AGENT - DEASE LAKE	77,851	HARBOUR-VIEW COLLISION LTD	1,003,059
GRAHAM & FRAME	543,369	HARMONY HEALTH CARE LTD	74,777
GRAHAM'S RENOVATIONS	166,055	HARMONY HONDA	38,144
GRAMPA'S RV REPAIRS	70,900	HARMS AUTO BODY & PAINT (1987) LTD	716,062
GRAND & TOY LIMITED	1,123,140	HARPER & COMPANY	159,876
GRAND FORKS GLASS LTD	128,963	HARPER GREY LLP	879,649
GRAND PERFORMANCE AUTO CENTRE INC	1,420,829	HARRIS & BRUN	2,816,674
GRANDCITY AUTOBODY LTD (RICHMOND)	3,136,278	HARRIS & COMPANY	465,717
GRANDCITY AUTOBODY LTD (VANCOUVER)	2,806,057	HARRIS & LEIB INSURANCE BROKERS LTD	205,958
GRANITE CLAIMS SOLUTIONS LP	33,857	HARRIS INSURANCE SERVICES (RICHMOND) LTD	496,624
GRANITE INTERNATIONAL EXECUTIVE SEARCH	123,475	HARRIS INSURANCE SERVICES (VANCOUVER) LTD	246,734
GRANT KOVACS NORELL	1,954,974	HARTLEY'S AUTOBODY LTD	498,382
GRANT THORNTON LLP	62,829	HARTSHORNE & MEHL	3,604,075

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
HASHIMOTO STANLEY A DR INC	58,287	HERTZ/BUDGET RENT A CAR (CR-ISLAND HWY)	29,819
HASHMAN KENNETH DR PROFESSIONAL CORP	36,500	HERTZ/BUDGET RENT A CAR (CR-SHOPPERS ROW)	25,699
HATTER THOMPSON SHUMKA & MCDONAGH	1,034,597	HERTZ/BUDGET RENT A CAR (CRANBROOK)	154,856
HAVASU REGIONAL MEDICAL CENTER	33,862	HERTZ/BUDGET RENT A CAR (DUNCAN)	123,392
HAWK H E DR INC	229,496	HERTZ/BUDGET RENT A CAR (KAMLOOPS)	712,707
HAWKINS ADAM C	41,488	HERTZ/BUDGET RENT A CAR (KELOWNA)	544,155
HAWKINS ROBERT H DR INC	93,016	HERTZ/BUDGET RENT A CAR (NAN-HAYES RD)	88,436
HAYMACK AUTO GLASS	37,387	HERTZ/BUDGET RENT A CAR (NAN-ISLAND HWY)	67,025
HAYMACK AUTO GLASS & UPHOLSTERY LTD	159,217	HERTZ/BUDGET RENT A CAR (NAN-TERMINAL)	80,453
HAYWARD HUGH W G	343,922	HERTZ/BUDGET RENT A CAR (NELSON)	91,377
HAZELWOOD PHYSIOTHERAPIST CORP	39,891	HERTZ/BUDGET RENT A CAR (PARKSVILLE)	104,846
HBA ADJUSTERS LTD	86,209	HERTZ/BUDGET RENT A CAR (PENTICTON)	118,719
HEALTHLINC MEDICAL EQUIPMENT LTD	31,007	HERTZ/BUDGET RENT A CAR (PORT ALBERNI)	78,568
HEALTHQUEST	53,871	HERTZ/BUDGET RENT A CAR (PRINCE GEORGE)	389,888
HEALTHX PHYSICAL THERAPY CENTERS	38,665	HERTZ/BUDGET RENT A CAR (TRAIL)	28,843
HEARTLAND TOYOTA	42,942	HERTZ/BUDGET RENT A CAR (VERNON)	197,820
HEATH LAW LLP	2,132,778	HERTZ/BUDGET RENT A CAR (WEST KELOWNA)	117,402
HEATHER SADLER JENKINS LLP	1,068,391	HESLOP & COMPANY ADJUSTERS LTD	302,429
HELIJET INTERNATIONAL INC	27,139	HEWITT ASSOCIATES	528,249
HELP AT HOME SUPPORT SERVICES INC	52,902	HEWLETT-PACKARD (CANADA) CO	514,494
HEMMERLING & ASSOCIATES LAW OFFICES	1,103,922	HI-LIGHT AUTOBODY 2003 LTD	745,336
HENDRY SWINTON MCKENZIE INSURANCE SERVICE	235,471	HI-TECH AUTO REBUILDERS	424,301
HENRY'S AUTO BODY (LANGLEY)	52,053	HI-TECH SID COLLISION	516,945
HEPBURN ANDREW DR INC	120,682	HICKS PACIFIC CENTRE INSURANCE SERVICES	339,233
HERBERS AUTO BODY REPAIR LTD	41,634	HIGH CALIBER AUTO COLLISION & REPAIR	497,064
HERBERT'S AUTOBODY INC	126,901	HIGH IMPACT AUTO BODY LTD	247,623
HERCHMER INSURANCE AGENCIES LTD	337,727	HIGH QUALITY AUTO SERVICE LTD	50,335
HERITAGE OFFICE FURNISHINGS LTD	2,453,839	HIGHGATE HEALTH PHYSIOTHERAPY	173,040
HERJAVEC GROUP (THE)	28,380	HIGHSPEED AUTO COLLISION LTD	28,844
HERON CONSTRUCTION & MILLWORK LTD	59,777	HIGHSTREET ASSET MANAGEMENT IN	1,118,796
HERTZ CANADA LIMITED (ABBOTSFORD)	572,616	HIGSON APPS	87,184
HERTZ CANADA LIMITED (BURNABY)	545,397	HILL & KNOWLTON	75,600
HERTZ CANADA LIMITED (CHILLIWACK)	218,933	HILL KENNETH C DR INC	66,280
HERTZ CANADA LIMITED (COQ-BRUNETTE AVE)	402,573	HILLTOP AUTO BODY	380,018
HERTZ CANADA LIMITED (LANGLEY)	688,074	HILLTOP AUTO GLASS	76,627
HERTZ CANADA LIMITED (MAPLE RIDGE)	173,241	HILLTOP TOYOTA	49,881
HERTZ CANADA LIMITED (NEW WESTMINSTER)	187,603	HILTOP BODY SHOP LTD	459,585
HERTZ CANADA LIMITED (NORTH VANCOUVER)	633,380	HIRSCH GABRIEL DR INC	52,804
HERTZ CANADA LIMITED (RICHMOND-GRANT MC)	27,051	HKG HOLDINGS INC DBA SUSSEX INSURANCE	570,861
HERTZ CANADA LIMITED (RICHMOND-NO 3 RD)	268,953	HMWR VANCOUVER	869,576
HERTZ CANADA LIMITED (RICHMOND-NO 5 RD)	251,417	HODGES & COMPANY INSURANCE SERVICES LTD	111,279
HERTZ CANADA LIMITED (SALMON ARM)	134,847	HOGIES TOWING AND BOOSTING	32,711
HERTZ CANADA LIMITED (SIDNEY)	25,785	HOLESHOT MOTORSPORTS LTD	60,362
HERTZ CANADA LIMITED (SURREY-72ND AVE)	1,777,112	HOME MEDICAL SHOP (THE)	51,523
HERTZ CANADA LIMITED (TERRACE)	43,996	HOMESTEAD INSURANCE AGENCIES LTD	349,942
HERTZ CANADA LIMITED (VANC-SEYMOUR ST)	25,484	HOPE AUTO BODY LTD	517,490
HERTZ CANADA LIMITED (VANC-STATION ST)	641,265	HOPE TOWING LTD	58,371
HERTZ CANADA LIMITED (VANC-SW MARINE DR)	361,129	HORIZON ADJUSTERS LTD	43,205
HERTZ CANADA LIMITED (VICTORIA)	259,246	HORIZON AUTOBODY COLLISION LTD	171,254
HERTZ CANADA LTD	41,030	HORLICK S DR INC	47,067
HERTZ CORPORATION (THE)	131,103	HORNE MARR ZAK	341,230
HERTZ/BUDGET RENT A CAR (CASTLEGAR)	42,316	HOSKINS FORD SALES LTD	353,149
HERTZ/BUDGET RENT A CAR (COURTENAY)	98,310	HOULE ELECTRIC LIMITED	2,424,934

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
HP ADVANCED SOLUTIONS INC	2,754,266	INTEGRATED CLAIMS SERVICES LTD	76,749
HUANG KEVIN DR	55,265	INTEGRIS INSURANCE SERVICES LTD	673,504
HUB CITY MOTORS & EQUIPMENT LTD	37,336	INTERCITY EQUITY CORP DBA CAULFEILD INS	298,929
HUB INTERNATIONAL (BRENTWOOD) LTD	799,990	INTERCITY EQUITY CORP DBA LEADERS INS	162,729
HUB INTERNATIONAL (RICHMOND AUTO MALL)	2,722,389	INTERCONTINENTAL TRUCK BODY (BC) INC	45,421
HUB INTERNATIONAL CANADA WEST CO	30,713,734	INTERIM HEALTH CARE	326,337
HUDSON MANAGEMENT GROUP LTD	112,294	INTERIOR HEALTH	424,373
HUGH AUTO BODY LTD	631,068	INTERIOR MOBILE GLASS INC	153,322
HUMHEJ DEANNA	50,561	INTERIOR REHABILITATION SERVICES	27,517
HUMPHREY GROUP INC (THE)	100,194	INTERIOR SAVINGS INSURANCE SERVICES INC	4,750,685
HUNGERFORD TOMYNN LAWRENSEN & NICHOLS	675,522	INTERMOBILE AUTOBODY LTD	171,419
HUSTON GRANT ADJUSTERS (PRINCE GEORGE)	25,169	INTERNATIONAL ADJUSTERS LTD	171,080
HYDE PARK INSURANCE AGENCIES LTD	275,281	INTUITIVE INDEPENDENCE REHABILITATION	585,370
IBM CANADA LIMITED	27,585,963	INVERMERE GLASS LTD	140,175
IC FINANCIAL CORP DBA LANSDOWNE INSURANCE	273,757	INVESTORS GROUP TRUST CO LTD	2,374,808
IC FINANCIAL CORP DBA YALETOWN INSURANCE	375,500	IPSA INTERNATIONAL INC	50,701
ICS COURIER	83,469	IPSOS REID LP	266,293
IDR COMMERCIAL CONSTRUCTION MANAGEMENT	193,004	IPSOS-ASI LTD	193,060
IKEDA KEI	32,392	IRL IDEALEASE LTD	25,634
IMPACT AUTO AUCTIONS LTD	51,268	IRL INTERNATIONAL TRUCK CENTRES LTD (ARM)	60,226
IMPACT ENGINEERING INC	151,477	IRL INTERNATIONAL TRUCK CENTRES LTD (KAM)	62,793
IMPACT HEALTH	37,292	IRON MOUNTAIN CANADA CORP	60,363
IMPERIAL AUTOBODY LTD	93,621	IRONWOOD DEVELOPMENTS LTD	129,404
IMPERIAL PARKING CANADA CORP	87,876	IRONWOOD INSURANCE AGENCIES LTD	756,101
IMS CONSULTING LTD	30,746	IRWIN & BILLINGS	315,911
INDCON DEVELOPMENTS LTD	37,110	IRWIN COLLISION REPAIRS LTD	588,641
INDEPENDENT LIFESTYLES - SUNSHINE COAST	32,487	ISHERWOOD BODY AND FENDER	83,524
INDEPENDENT RESTORATIONS INC	30,504	ISLAND INSURANCE AGENCY LTD	817,659
INFINITY HEALTH LLP	70,221	ISLAND SAVINGS CREDIT UNION	242,628
INFOCUS ENTERPRISES INC	224,662	ISLAND SAVINGS INSURANCE SERVICES LTD	1,802,045
INLAND KENWORTH (CAMPBELL RIVER)	93,876	ISLAND THUNDER TOWING	25,824
INLAND KENWORTH (CRANBROOK)	194,929	ISLAND TRUCK & AUTO COLLISION LTD	639,746
INLAND KENWORTH (FORT ST JOHN)	502,422	ISPW BENCHMARK TECHNOLOGIES LTD	60,061
INLAND KENWORTH (KAMLOOPS)	84,838	IVAN'S AUTO BODY LTD	834,212
INLAND KENWORTH (LANGLEY)	1,656,409	IVANHOE CAMBRIDGE II INC	187,756
INLAND KENWORTH (PENTICTON)	38,717	IVES BURGER	200,827
INLAND KENWORTH (PRINCE GEORGE)	196,394	J & B COLLISION REPAIRS LTD	1,217,264
INLAND KENWORTH (QUESNEL)	66,072	J & R REPORTING SERVICES INC	34,955
INLAND KENWORTH (VERNON)	56,407	J A QUALITY GLASS AND DETAIL INC	153,204
INLAND KENWORTH (WILLIAMS LAKE)	51,839	J AINSLEY & ASSOCIATES	208,865
INLAND TRANSPORTATION LTD	158,365	J D TOWING	30,975
INSIGHTS LEARNING & DEVELOPMENT VANC LTD	115,693	J F AUTO CENTRE LTD	54,687
INSTA GLASS (CHILLIWACK)	172,584	J G T TELECOM WEST	89,912
INSTA GLASS (SECHLT)	116,619	J K COOPER REALTY LTD	331,651
INSURANCE BROKERS ASSOCIATION OF BC	64,039	J M MORRIS PHYSIOTHERAPIST CORPORATION	61,203
INSURANCE BUREAU OF CANADA	174,686	J P MOORE INVESTIGATIONS LTD	132,168
INSURANCE INSTITUTE OF BC	32,453	J ROZENTAL CONSULTANCY LTD	158,662
INSURANCE SERVICES DEPT OF LONDON DRUGS	5,550,947	J T INSURANCE SERVICES (CANADA) INC	75,782
INSUREBC (LANGLEY) INSURANCE SERVICES LTD	246,212	JACK SCHULTZ AUTOBODY LTD	1,774,987
INSUREBC (PARK ROYAL) INSURANCE SERVICES	77,729	JACK W CHOW INSURANCE SERVICES LTD	323,451
INTECH ENGINEERING LIMITED	153,474	JACK'S TOWING (2010) LTD	283,231
INTECH INVESTMENT MANAGEMENT LTD	453,021	JACK'S TOWING LTD	67,237
INTEGRA CUSTOM COLLISION LTD	430,038	JACOBSEN PONTIAC BUICK (1993) LTD	1,231,500

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
JACOBSON FORD SALES LTD	44,473	KARP PERSONAL TRAINING & REHABILITATION	1,074,911
JAMES G MCMYNN AGENCIES LTD	77,363	KARP REHABILITATION	706,347
JAMES WESTERN STAR LTD (KAMLOOPS)	902,630	KASIAN ARCHITECTURE INTERIOR DESIGN	133,393
JAMES WESTERN STAR LTD (WILLIAMS LAKE)	29,268	KASTELEIN STOUT INSURANCE AGENCIES INC	196,848
JAMES WESTERN STAR STERLING LTD	27,798	KATZ S DR - AVERSON CONSULTING LTD	41,238
JAMIE DAVIS MOTOR TRUCK & AUTO LTD	404,607	KAYE THOME TOEWS & HANSFORD	790,128
JAN-PRO CLEANING SYSTEMS OF VANCOUVER	202,393	KBM AUTOWORKS	49,935
JAN'S PRECISION AUTOBODY (LANGLEY)	1,176,940	KC CUSTOM WELDING & FABRICATING	49,349
JANG ERIC DR CHIROPRACTIC	66,250	KCI MEDICAL CANADA INC	73,117
JANI-KING OF NORTHERN BC	28,119	KEATING COLLISION (SIDNEY HI-TECH)	795,752
JANKE PAUL G DR INC	108,300	KELOWNA AUTO GALLERY	92,534
JAVORSKY INVESTIGATIONS	44,543	KELOWNA BYW/MINI KELOWNA	33,063
JB'S CUSTOM COLORS INC	328,133	KELOWNA CHRYSLER DODGE JEEP	617,080
JEFF'S COLLISION CENTRE LTD	561,022	KELOWNA PERFORMANCE COLLISION CENTRE LTD	2,323,228
JERRY'S AUTOBODY & PAINT SHOP	55,748	KELOWNA VALLEY INSURANCE SERVICES LTD	944,841
JEVONS CRISTINA	28,350	KELVIN PHYSIOTHERAPY CLINIC	101,100
JEWEL INSURANCE SERVICES INC DBA SUSSEX	1,228,542	KEMBLE F DR INC	41,817
JIM PATTISON CHRYSLER JEEP DODGE	1,475,695	KEN BLANCHARD COMPANIES	47,779
JIM PATTISON LEASE	1,369,044	KEN RYSTED INSURANCE AGENCIES LTD	160,315
JIM PATTISON LEXUS NORTHSHORE	44,263	KEN'S LANDSCAPING	70,270
JIM PATTISON TOYOTA SURREY	3,769,077	KENDALL RICHARD DR FRCSC INC	57,900
JB INSURANCE AGENCIES INC	306,142	KENNEDY RUSSELL & COMPANY (VANCOUVER) LTD	245,211
JOE'S AUTOBODY REPAIR	652,438	KENSINGTON INSURANCE SERVICES LTD	429,378
JOHAL SHIVRAJ DR	25,750	KERR REDEKOP LEINBURD & BOSWELL	299,753
JOHN ROSS INSURANCE SERVICE LTD	394,241	KESHIKI GARDENING	35,784
JOHN S ARNOLD LAW CORPORATION	88,926	KEY WEST FORD SALES LTD	40,572
JOHN'S AUTOBODY & AUTOSALVAGE	108,450	KEY WEST INSURANCE SERVICES LTD	256,287
JOHN'S INSURANCE AGENCY LTD DBA FALKINS	320,038	KEYSTONE ENVIRONMENTAL LTD	25,473
JOHNSTON MEIER INSURANCE AGENCIES GROUP	1,872,462	KEYSTONE INSURANCE BROKERS LTD	334,928
JOHNSTON MEIER INSURANCE AGENCIES LTD	5,534,807	KEYSTONE VIEW CO	37,598
JOHNSTON MEIER INSURANCE BROKERS (1996)	208,680	KILGANNON SEAN DR	48,850
JOHNSTON MEIER INSURANCE BROKERS INC	811,944	KILLARNEY INSURANCE AGENCIES LTD	354,500
JONCAS MEDIATION SERVICES	87,952	KIM AUTOBODY LTD	30,881
JONES EMERY HARGREAVES SWAN	1,122,808	KIM'S KUSTOM AUTOBODY	459,842
JONKER HONDA	29,169	KINCORE REHAB SERVICES	56,177
JOSAN ENTERPRISES LTD	113,934	KINES CONNECT REHAB	148,042
JOSCHKO MICHAEL DR	80,873	KINFOCUS REHABILITATION	114,378
JOSHUA R STEHMEIER CHIROPRACTOR INC	28,241	KING REED & ASSOCIATES LP	32,852
JR REHABILITATION SERVICES INC	1,244,855	KINTEC FOOTLABS	30,699
JUBILEE RV CENTRE	38,468	KIRBY INSURANCE AGENCIES LTD	719,973
K M AUTOBODY REPAIR LTD	271,594	KIRK & CO CONSULTING LTD	136,931
K-LINE TRAILERS LTD	344,286	KIRKWOOD CAROLYN - BLOOD ALCOHOL CONSULT	47,268
KAL TIRE LTD	77,691	KIRMAC COLLISION & AUTOGLASS (COQUITLAM)	3,493,323
KALANJ DARREN, DC	28,400	KIRMAC COLLISION & AUTOGLASS (LANGLEY)	1,058,656
KALAWSKY COLLISION CENTRE LTD	1,078,432	KIRMAC COLLISION & AUTOGLASS (METROTOWN)	748,115
KALISPELL REGIONAL MEDICAL CENTER	75,020	KIRMAC COLLISION & AUTOGLASS (MPL RIDGE)	986,611
KAMI INSURANCE AGENCIES LTD	158,270	KIRMAC COLLISION & AUTOGLASS (NEW WEST)	1,031,845
KAMLOOPS FORD LINCOLN LTD	1,833,597	KIRMAC COLLISION & AUTOGLASS (NEWTON)	1,402,907
KAMLOOPS HARLEY-DAVIDSON	59,254	KIRMAC COLLISION & AUTOGLASS (NORTH BBY)	987,208
KAMLOOPS INSURANCE SERVICES INC	223,515	KIRMAC COLLISION & AUTOGLASS (OUT OF PRV)	183,546
KANE SHANNON AND WEILER	5,028,831	KIRMAC COLLISION & AUTOGLASS (RICHMOND)	824,388
KAPOOR YASH - BALANCE REHABILITATION	44,983	KIRMAC COLLISION & AUTOGLASS (VANCOUVER)	1,289,274
KARP HOMECARE	68,903	KIRMAC COLLISION & AUTOGLASS (WALNUT GRV)	798,888

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
KKBL NO 348 VENTURES LTD	524,899	LAPOINTE JOCELYNE S DR	61,628
KKBL VENTURES NO 232 LTD	91,993	LAURA SMITH & ASSOCIATES	35,841
KLEAR & COMPANY	79,739	LAUREL PLACE	43,794
KLIMKO INSURANCE BROKERS LTD	350,409	LAVANCO BUILDING MAINTENANCE	298,705
KMB AUTOBODY	135,938	LAWN FATHER'S LANDSCAPING	25,402
KNAZAN M C DR	218,555	LAWSON LUNDELL	75,265
KNIGHT REPAIR LTD	519,529	LEAP RESEARCH INC	25,200
KNIGHT SIGNS	116,717	LEARN ZENK	494,493
KNIGHTSBRIDGE HUMAN CAPITAL MANAGEMENT	32,224	LEBLANC JEANNE DR	30,598
KOCH B & Y INS SERVICs (CHILLIWACK) LTD	272,317	LEE & PORTER INC	192,324
KOCH B & Y INSURANCE SERVICES LTD	2,570,489	LEE'S AUTOPRIDE COLLISION LTD	1,494,077
KOCH WILLIAM J DR	161,912	LEEMAN JAMIE	43,066
KODAK CANADA INC	31,540	LEGACY EMANUEL HOSPITAL	75,112
KOKAN PETER A DR INC	59,607	LEGEAR PELLING INSURANCE AGENCIES LTD	792,594
KOOL COUNTRY AUTO PARTS TOWING & RADS LTD	42,072	LEISURELAND RV CENTRE INC	36,943
KOOTENAY AUTOBODY AND COLLISION	356,267	LEITH JORDAN M DR	157,277
KOOTENAY CAR CARE INC	850,198	LEITH WHEELER INVESTMENT COUNSEL LTD	216,452
KOOTENAY GLASS & MIRROR LTD	67,192	LENHART INSURANCE BROKERS LTD	165,985
KOOTENAY HEALTH SERVICES	58,988	LEON AINES AUTO BODY LTD	250,680
KOOTENAY INSURANCE SERVICES LTD	1,385,190	LES SCHULTZ AUTOBODY AND GLASS	406,274
KORN / FERRY CANADA INC	173,581	LESTER SCHWAB KATZ & DWYER LLP	38,088
KORNELSEN TAMARA DR	29,550	LEVETT AUTO METAL LTD	1,232,021
KORVA WORLD CLASS COLLISION LTD	2,190,134	LEVIN ALEXANDER DR LTD	494,717
KOS AUTOBODY & AUTO SALES (2007) LTD	53,245	LEXISNEXIS CANADA INC	48,474
KOS OILFIELD TRANSPORTATION	42,000	LIFEMARK HEALTH CENTRE	100,349
KOUSAIE K N DR INC	42,209	LIFEMARK HEALTH ESQUIMALT	41,479
KP'S AUTO BODY SHOP	466,619	LIFEMARK PHYSIOTHERAPY	30,399
KPMG FORENSIC INC	32,813	LILLOOET GLASS AND TIRE	74,845
KPMG LLP	75,384	LIMA'S BODY & PAINT (2002)	98,695
KRANKIN' VINTAGE RESTORATION	70,443	LIMA'S BODY AND PAINT LTD	130,965
KRG INSURANCE BROKERS (WESTERN) INC	65,093	LINDE SHARI A	95,033
KRUGER NEURO-REHABILITATION	122,894	LINDSAY DEBRA	52,430
KUSIC AND KUSIC LTD	259,862	LINDSAY HART NEIL & WEIGLER LLP	28,246
KUSTOM KOACH RV CENTRE	27,361	LINDSAY KENNEY LLP	6,392,304
L N G AGENCIES LTD	398,082	LIONS GATE INVESTIGATIONS GROUP INC	91,156
LA ALEX CUONG CHI DR	68,200	LIONS GATE TRAILER RENTALS (ON) LTD	81,578
LADNER AUTO BODY LTD	1,013,512	LITTLE VALLEY RESTORATIONS LTD	1,073,060
LADYSMITH AND DISTRICT CREDIT UNION	402,818	LITTLEFORD ROBYN - EDUCATIONAL CONSULTANT	30,300
LAILLOW DUNCAN M DR	121,505	LO-COST RENT A CAR	47,936
LAKE CITY FORD SALES LTD	505,760	LODGE & ASSOCIATES INVESTIGATIONS LTD	371,038
LAKE CITY GLASS LTD	66,408	LOMAS-MILNE GROUP INC DBA LMG PRINGLE INS	908,186
LAKE COUNTRY TOWING LTD	63,760	LONDON DRUGS LTD	51,877
LAKESIDE INSURANCE SERVICES LTD	513,664	LONG SPAN & ASSOCIATES LTD	34,866
LAMBERT INSURANCE AGENCIES LTD	737,260	LONG VIEW SYSTEMS CORPORATION	842,677
LANCE CHONG & COMPANY LTD	81,785	LONGVIEW SOLUTIONS INC	78,778
LANDMARK INSURANCE SERVICES LTD	197,249	LOOKOUT MOUNTAIN PETERBILT	42,453
LONDON COLLISION & TOWING LTD	313,562	LOOMER RICHARD DR	83,631
LANG'S GLASS (RICHMOND) LTD	412,688	LOOMIS EXPRESS	276,632
LANGFAB FABRICATORS LTD	109,279	LOST CREEK PRESS LTD	41,146
LANGLEY CHRYSLER LTD	42,202	LOTUS AUTOBODY REPAIRS LTD	202,616
LANGUAGE LINE SERVICES INC	500,014	LOUGHEED ACURA	99,635
LANKI INVESTIGATIONS INC	419,378	LOUIS BRIER HOME AND HOSPITAL	33,397
LANSIDE INTEGRATION SERVICES	42,730	LOUWERSE JOHAN DR	40,350

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
LOVETT & WESTMACOTT	86,027	MARBOROUGH INSURANCE & FINANCIAL SERVICES	88,975
LSV ASSET MANAGEMENT	763,032	MARDON INSURANCE BROKERS (COQUITLAM) LTD	410,399
LUND CONSULTING LTD	29,428	MARDON INSURANCE BROKERS (SURREY) LTD	253,944
LUX INSIGHTS INC	285,681	MARDON INSURANCE BROKERS (WHITE ROCK) LTD	191,081
LYLE INSURANCE SERVICES INC	316,994	MARDON INSURANCE BROKERS LTD	503,775
LYNN VALLEY INSURANCE AGENCY LTD	121,947	MARINE DRIVE COLLISION LTD	973,431
LYONS LANDSCAPING LTD	45,630	MARIO'S TOWING	1,053,030
LYSAK HANNA DR PSYCHOLOGY INC	55,853	MARK IV COLLISION 1984 LTD	182,339
M B COLLISION RICHMOND INC	4,858,747	MARK V AUTO BODY (1974) LTD	1,270,259
M G COLLISION REPAIRS LTD	1,194,927	MARK'S AUTO BODY (BBY) LTD	780,847
M I C INC	45,752	MARK'S AUTO BODY LTD	1,598,109
M J JONES ADJUSTERS LTD	49,775	MARK'S WORK WEARHOUSE	57,710
MAACO AUTO PAINTING & BODYWORKS (KELOWNA)	275,400	MARQUARDT & COMPANY	848,820
MAACO COLLISION REPAIR (LANGLEY)	127,096	MARSH CANADA LIMITED	1,726,644
MAC'S TOWING (NEW HAZELTON)	54,593	MARTENS ASPHALT LTD	115,492
MACAW AUTOBODY (MACAW HOLDINGS LTD)	142,644	MARY ANN MEEGAN INSURANCE AGENCY LTD	291,629
MACDERMOTT'S INSURANCE AGENCY LTD	719,130	MARY HITCHCOCK HOSPITAL	62,548
MACDONALD ANGELA DR CHIROPRACTIC INC	25,594	MASKALL'S COLLISION AND GLASS	256,902
MACDONALD BOYLE & JEFFERY	130,919	MASRI BAS DR FRCSC	25,261
MACDONALD-GILL INSURANCE SERVICES LTD	436,085	MASTER AUTOBODY	302,099
MACDONALD'S PRESCRIPTIONS LTD	138,676	MASTER TOUCH AUTOBODY SERVICE LTD	110,207
MACFARLANE INSURANCE AGENCIES LTD	175,309	MASTERCRAFT AUTOBODY	738,300
MACHAON MEDICAL EVALUATIONS INC	33,935	MATSON DRISCOLL & DAIMCO LTD	77,006
MACINNIS ENGINEERING ASSOCIATES LTD	2,569,482	MAUI'S TOWING LTD	38,011
MACK SALES & SERVICE OF NANAIM	100,551	MAXIM CONSULTING GROUP	107,045
MACKENZIE DAVID DR	33,058	MAXIMUM COLLISION LTD	2,455,324
MACKENZIE FUJISAWA & COMPANY	763,912	MAXUM AUTOMOTIVE REFINISHING LTD	246,646
MACKOFF & COMPANY	1,146,120	MAXWELL FLOORS LTD	273,480
MACLEOD THORSON DARYCHUK	262,671	MAXWELL PAPER CANADA INC	33,681
MACNAUGHTON & WARD LTD	2,148,204	MAXXAM INSURANCE SERVICES (BURNABY) LTD	2,657,443
MAGNUM TRAILER & EQUIPMENT INC	313,084	MAXXAM INSURANCE SERVICES INCORPORATED	828,129
MAIN STREET INSURANCE SERVICES LTD	142,215	MAYFAIR INDUSTRIAL PAINTING LTD	129,815
MAINLAND AGENCIES LTD	87,009	MCAULEY CLAIMS SERVICES LTD	105,672
MAINLAND AUTOMOTIVE COLLISION (RICHMOND)	699,152	MCBAIN INSURANCE AGENCY	514,504
MAINLAND AUTOMOTIVE COLLISION (VANC)	1,393,837	MCBRIDE AUTO BODY	37,973
MAINLAND REPORTING SERVICES INC	119,221	MCBURNES'S INSURANCE AGENCY LTD	193,241
MAINLINE ROOFING CO LTD	62,632	MCCALLUM COLLISION & COLUMN REPAIR	55,937
MAITLAND INSURANCE SERVICE LTD	73,907	MCCONNAN BION O'CONNOR & PETERSON	353,476
MAKIN V DR INC	152,494	MCCRINDLE LIZ DR, DC	28,993
MALIBU COLLISION (2004) LTD	327,120	MCDERMOTT'S BODY SHOP LTD	1,193,047
MALOON STEPHEN DR INC	422,401	MCDONALD & COMPANY	292,343
MANFRED'S AUTO BODY LTD	990,951	MCGRW R W DR INC	474,221
MANN RAJ DR	113,140	MCL MOTOR CARS 2010 (VANCOUVER-BURRARD)	54,289
MANNING & NAPIER ADVISORS INC	635,943	MCL MOTOR CARS 2010 (VANCOUVER-3RD AVE)	37,591
MANOR INSURANCE SERVICE LTD	116,691	MCL SOLUTIONS	159,184
MANTEO RESORT WATERFRONT HOTEL	32,965	MCLARENS CANADA (PONTON COLESHILL EDWARD)	67,647
MANULIFE FINANCIAL	16,891,239	MCLEOD AGENCIES (2002) LTD	303,228
MAPLE AUTO GLASS & UPHOLSTERY INC	173,031	MCMILLAN LLP	531,568
MAPLE RIDGE HI-TECH COLLISION REPAIRS LTD	37,760	MCNEIL OCCUPATIONAL REHAB SERVICES LTD	87,554
MAPLE RIDGE PHYSIOTHERAPY & PAIN CLINIC	59,020	MCPHERSON DUNCAN DR INC	126,237
MAPLE RIDGE TOWING (1981) LTD	351,201	MCPHERSON INSURANCE AGENCIES LTD	210,259
MAPLELEAF INSURANCE SERVICES LTD	331,742	MCQUARRIE HUNTER LLP	659,953
MAPLEWOOD HOUSE	28,694	MEADOWRIDGE COLLISION LTD	1,502,589

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
MEDI-VAN CANADA INC	27,636	MIKE'S QUALITY BODYWORKS & REFINISHING	62,955
MEDICAL ASSOCIATES	37,229	MIKES AUTO TOWING	488,439
MEDICAL SERVICES PLAN	20,949,887	MILL BAY TOWING & RECOVERY LTD	45,614
MEDICHAIR BURNABY	29,456	MILL CREEK COLLISION CENTRE	116,390
MEDICHAIR CRANBROOK	37,479	MILLER THOMSON LLP	2,824,133
MEDICHAIR KAMLOOPS	55,593	MILLERVILLE RV SERVICE	38,890
MEDICHAIR NANAIMO	92,953	MINHAS SATRUP, DC	26,650
MEDICHAIR NORTH BC	48,038	MINI RICHMOND	40,187
MEDICHAIR NORTHCOAST	37,268	MINISTER OF FINANCE	1,312,083
MEDICHAIR VICTORIA	49,815	MINISTER OF FINANCE - BC UTILITIES COMM	585,743
MEDISYS CORPORATE HEALTH LP	2,288,215	MINISTER OF FINANCE - HIGHWAY OPERATIONS	371,423
MEGA ASSISTANCE SERVICES INC	167,614	MINISTER OF FINANCE - PUBLIC SAFETY	24,238,221
MEGA AUTO BODY LTD	98,517	MINISTER OF FINANCE - QUEEN'S PRINTER	789,057
MEGSON FITZPATRICK (2000) INC	332,975	MINISTER OF FINANCE - STRATEGIC TELECOM	169,926
MEGSON FITZPATRICK INC	856,994	MINISTER OF FINANCE-WORKPLACE TECHNOLOGY	506,560
MEIER & COMPANY INSURANCE AGENCIES (MISS)	1,090,830	MINISTRY OF FINANCE AMBULANCE SERVICES	4,273,715
MEIER & COMPANY INSURANCE AGENCIES LTD	901,264	MINISTRY OF HEALTH	13,398,390
MEINZER FRED K DR CHIROPRACTIC INC	32,300	MINISTRY OF LABOUR & CITIZENS' SERVICES	609,118
MEL'S U-DRIVE 1978 LTD	99,268	MINISTRY OF TRANSPORTATION	4,405,636
MELCOR LAKESIDE INC	210,130	MINORU TRUCK BODIES LTD	60,122
MELLOR-LIGGETT INSURANCE AGENCIES INC	216,602	MINT AUTO BODY LTD	500,306
MERCEDES-BENZ CANADA INC (BOUNDARY RD)	67,738	MISSION AUTO WRECKING LTD	695,198
MERCEDES-BENZ CANADA INC (LLOYD AVE)	3,038,660	MISSION GLASS	83,919
MERCEDES-BENZ CANADA INC (PARKWOOD WAY)	51,408	MISTER OTTO GLASS (WILLIAMS LAKE)	114,206
MERCEDES-BENZ CANADA INC (WEST BROADWAY)	47,389	MISTER OTTO GLASS (100 MILE HOUSE)	50,761
MERCER (CANADA) LIMITED	581,508	MITCHELL INTERNATIONAL INFORMATION INC	185,100
MERCURY ADJUSTERS INC	220,711	MITCHELL PRESS LTD	962,574
MERCY MEDICAL CENTRE	106,656	MITCHELL'S TOWING LTD	133,663
MEREDITH ALLAN & ROBINSON	43,775	MITRUX SERVICES LTD	26,162
MERIDIAN INSURANCE AGENCIES LTD	462,602	MJA AUTOBODY LTD	52,425
MERIDIAN REHABILITATION CONSULTING INC	563,148	MOBILSHRED INC	256,891
MERIDIAN RV MFG LTD	108,879	MODERN BRADLEY COLLISION	1,517,361
MERIT TOWN & COUNTRY INSURANCE SERVICES	867,453	MODERN BRADLEY COLLISION (LANGLEY) LTD	373,284
MERLIN MACHINE & TOOLING	70,933	MODERN MANAGEMENT SERVICES LTD	35,366
MERTIN CHEVROLET CADILLAC BUICK GMC LTD	1,947,809	MODERN TIRE & TOWING INC	53,717
MERVYN'S THE BODY SHOP (1994) LTD	917,224	MOE'S AUTO SERVICE LTD	155,475
METRO LEXUS TOYOTA	123,796	MOE'S PRECISION AUTO BODY LTD	50,733
METRO MOTORS LTD	1,374,210	MOLL ALEXANDER DR INC	176,409
METRO WEST INSURANCE AGENCY LTD	540,249	MOLLY MAID	64,073
METROPOLITAN INSURANCE BROKERS LTD	386,604	MOMENTUM SOFTWARE INC	157,097
METROTOWN INSURANCE SERVICES LTD	211,021	MONASHEE AUTO BODY (1979) LTD	552,666
MICHAEL O'MEARA LAW CORPORATION	323,375	MONASHEE MOTORS LTD	55,748
MICROSERVE BUSINESS COMPUTER	314,176	MONICA FISHER INVESTIGATIONS INC	72,251
MICROSOFT CANADA INC	377,805	MOODY'S ANALYTICS	129,754
MICROSOFT LICENSING GP	2,228,586	MOORE CANADA	256,817
MID ISLAND AUTO COLLISION LTD	1,220,951	MORELLI CHERTKOW LLP	604,497
MID ISLAND TOWING AND TRANSPORT LTD	227,853	MORGAN'S GLASS CO LTD	66,594
MID VALLEY INSURANCE AGENCIES LTD	782,645	MORITA AUTO BODY SERVICES LTD	573,383
MID VAN MOTORS LTD	368,844	MORNEAU SHEPELL LTD	42,650
MID-ISLAND OCCUPATIONAL THERAPY SERVICES	90,786	MORO JOHN DR	77,243
MID-WESTERN BODY SHOP (BOYD-CLOVERDALE)	894,080	MORREY BODY SHOP	1,882,541
MIDNYTES TOWING INC	36,424	MORREY NISSAN OF BURNABY	36,809
MIKE'S AUTOMOTIVE SERVICES	736,598	MORREY NISSAN OF COQUITLAM LTD	147,517

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
MORRIS & COMPANY	357,690	NEIGHBOURHOOD AUTO BODY LTD	472,959
MORTON-ELLIS INVESTIGATION	31,692	NEIGHBOURHOOD AUTO GLASS & UPHOLSTERY LTD	91,218
MOTION SPECIALTIES BC LTD	63,387	NEIGHBOURHOOD INSURANCE BROKER INC	143,742
MOTION SPECIALTIES CALGARY	35,170	NELSON CHRYSLER	369,526
MOUNTAIN GLASS & MIRROR	119,215	NELSON'S GLASS LTD	149,223
MOUNTAIN HIGH TRUCK & BODY LTD	37,002	NEMTIN CONSULTANTS LTD	97,492
MOUNTAIN HWY COLLISION LTD	469,602	NENO'S PAINT & BODY LTD	663,553
MOUNTAIN SKYWAY LTD	43,568	NEURO-ABILITY REHABILITATION SERVICES	56,533
MOUNTAINVIEW INSURANCE SERVICES LTD	538,550	NEUROHEALTH RESEARCH & REHABILITATION INC	112,628
MOUNTAINVIEW KINESIOLOGY LTD	474,756	NEW BILLA AUTOBODY 2008 LTD	651,292
MR RENT-A-CAR (DOWNTOWN) LTD	296,460	NEW DIAMOND INSURANCE SERVICES LTD	260,918
MRC MANAGEMENT RESOURCES CORP	40,101	NEW PLANET COLLISION LTD	633,883
MTK AUTO WEST LTD	243,497	NEW PROFESSION COLLISION LTD	1,441,134
MTM AUTO BODY REPAIR (2006) LTD	717,740	NEW TECHNOLOGY COLLISION	571,196
MULTI-LINE CLAIM SERVICES LTD	536,375	NEW WEST AUTO METAL INC (COQUITLAM)	176,854
MULTIPLE INSURANCE SERVICES INC	160,375	NEW WEST AUTO METAL INC (NEW WESTMINSTER)	702,168
MUNDIES TOWING & RECOVERY	1,052,908	NEW WEST COLLISION INC	524,243
MURCHISON THOMSON & CLARKE LLP	1,616,061	NEW WESTMINSTER TOWING	197,354
MURRAY CHEV OLDS PONTIAC BUICK GMC	63,719	NEW WORLD INSURANCE SERVICES LIMITED	491,144
MURRAY CHEVROLET PONTIAC BUICK GMC	62,308	NEW YORK LIFE INVESTMENT MANAGEMENT LLC	504,068
MURRAY JAMIESON	1,266,073	NEWALTA CORPORATION	38,209
MURRAY PONTIAC BUICK GMC (ABBOTSFORD)	32,771	NEWTON INSURANCE SERVICES INC	455,499
MURRICK INSURANCE SERVICES (DELTA) LTD	254,904	NEWTON WHALLEY HI-WAY TAXI LTD	53,909
MURRICK INSURANCE SERVICES (DOWNTOWN) LTD	289,213	NEXT STEP REHABILITATION THERAPY	45,558
MURRICK INSURANCE SERVICES (OAKRIDGE) LTD	260,955	NICE SYSTEMS CANADA LTD	316,075
MUSTEL RESEARCH GROUP LTD	68,080	NICHOLSON TOWING SERVICES LTD	78,292
MW MOTOR WERKE INC	26,580	NICK'S AUTO BODY LTD	1,218,331
M3 COLLISION CO LTD	312,707	NILAN JOHNSON LEWIS PA	40,456
NADINA TRUCK SERVICES LTD	163,409	NIXON O'BRIEN	135,189
NAHANNI TRUCK & TRAILER REPAIR LTD	71,607	NK AUTOMOTIVE TRUCK & DIESEL REPAIR LTD	47,910
NAKUSP GLASS	34,625	NO 1 COLLISION (1993) INC (LOUGHEED HWY)	3,242,161
NANAIMO AUTOBODY & GLASS LTD	270,178	NO 1 COLLISION (1993) INC (RICHMOND)	4,715,002
NANAIMO CHRYSLER LTD	557,272	NO 1 COLLISION (1993) INC (3RD AVENUE)	2,848,792
NANAIMO FUNCTIONAL EVALUATION CENTRE	41,418	NOR-DEL GLASS LTD	178,205
NANAIMO REALTY (NANAIMO) LTD	590,415	NOR-MAR INDUSTRIES LTD	37,297
NANCY SPOONER CONSULTING INC	52,822	NOR-TECH WELDING & FABRICATING INC	72,757
NANOOSE BAY COLLISION LTD	151,023	NORA CHAMBERS INC	43,816
NASCAR AUTO BODY LTD	27,241	NORELL CAROL - MEDIATOR	28,272
NATIONAL CAR & TRUCK RENTAL (CANADA) INC	43,331	NORGATE AUTO BODY LTD	1,586,185
NATIONAL CAR & TRUCK RENTAL (DOUGLAS ST)	118,882	NORM'S AUTO BODY	48,740
NATIONAL CAR & TRUCK RENTAL (DUNCAN)	81,183	NORM'S AUTO REFINISHING LTD	1,034,124
NATIONAL CAR & TRUCK RENTAL (ISLAND HWY)	36,105	NORTH COAST COLLISION LTD	391,493
NATIONAL CAR & TRUCK RENTAL (MALAVIEW AVE)	44,251	NORTH ISLAND GLASS LTD (CAMPBELL RIVER)	40,292
NATIONAL CAR & TRUCK RENTAL (NORTH VAN)	41,925	NORTH ISLAND GLASS LTD (PORT HARDY)	52,587
NATIONAL CAR RENTAL (QUESNEL)	37,494	NORTH PACIFIC WINDOW & GLASS (PARKSVILLE)	64,260
NATIONAL INVESTIGATION SERVICES LTD	50,983	NORTH PACIFIC WINDOW & GLASS (QUALICUM)	92,476
NATIONAL PUBLIC RELATIONS (VANCOUVER) INC	85,597	NORTH RIVER TOWING (2004) LTD	27,825
NAUROTH & ASSOCIATES INSURANCE BROKERS	694,876	NORTH SHORE LAW LLP	1,009,790
NAVIGATA COMMUNICATIONS	67,107	NORTH SHORE RV CENTRE LTD	30,213
NAVIGO CONSULTING & COACHING	596,437	NORTH STAR MOTORS LTD	1,037,957
NC RON'S TOWING (ACE AUTO WRECKING LTD)	316,541	NORTH WEST MOTOR CORP LTD	25,068
NCO FINANCIAL SERVICES INC	79,700	NORTHERN CAPITAL TOWING LTD	179,538
NEIGHBORHOOD NURSING	63,240	NORTHERN HEALTH AUTHORITY	55,089

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
NORTHERN SAVINGS INSURANCE AGENCY LTD	415,909	OPEN TEXT CORPORATION	119,429
NORTHERN TOYOTA	170,867	OPENROAD AUDI - VANCOUVER	135,787
NORTHLAND CHRYSLER JEEP DODGE	81,731	OPENROAD COMMUNICATIONS LTD	78,960
NORTHLAND GLASS	62,992	OPERTUNE AUTO CLINIC LTD	38,500
NORTHLAND NISSAN	38,550	OPNET TECHNOLOGIES INC	349,227
NORTHLINE COLLISION LTD	837,808	OPTIMAL RECOVERY PHYSIOTHERAPY CLINIC	29,432
NORTHSIDE INJURY REHABILITATION LTD	41,824	OPTIMUM THERAPY REHABILITATION SERVICES	97,921
NORTHWAY GLASS INC	41,928	OPUS INTERNATIONAL CONSULTANTS	48,549
NORTHWEST MACHINE & WELDING	29,595	ORACLE CANADA ULC	3,843,670
NOVACOAST PROFESSIONAL SERVICES	28,860	ORCHARD VALLEY GLASS LTD	95,205
NOVUS WINDSHIELD REPAIR (KELOWNA)	209,336	ORIGIN AUTO SERVICES LTD	131,176
NOWAK JOZEF DR INC	58,581	ORION HEALTH - NEW WESTMINSTER	87,444
NR INSURANCE SERVICES LTD	147,800	ORION HEALTH SERVICES INC	477,481
NRG RESEARCH GROUP INC	2,700,871	OT CONSULTING/TREATMENT SERVICE LTD	94,836
NU-MODE AUTO BODY AND PAINT LTD	192,706	OT WORKS!	230,002
NURSE NEXT DOOR (KAMLOOPS)	85,136	OTTER POINT COLLISION LTD	204,814
NURSE NEXT DOOR (NORTH VANCOUVER)	34,394	OTTO & ASSOCIATES INSURANCE AGENCY LTD	224,002
NURSE NEXT DOOR (PENTICTON)	100,860	OTTO AUTO SERVICE LTD	134,469
NURSE NEXT DOOR (PORT COQUITLAM)	53,773	OUR GLASS SHOP	100,727
NURSE NEXT DOOR (VERNON)	72,148	OVERDRIVE COLLISION CENTRE LTD	315,943
NUTHALL ADJUSTERS	118,919	OVERSEAS AUTO BODY (2010) LTD	138,471
NW CLAIMS SERVICE	95,700	OVERSEAS AUTOBODY (1989) INC	1,967,729
O T SOLUTIONS	36,979	P & C STEINBERG MEDICAL CORP	135,986
O'BRIEN'S SERVICE & REPAIRS LTD	68,063	P & H SUPPLIES LTD	37,229
O'CONNOR COLLISION & TOWING	1,305,356	P & R WESTERN STAR TRUCKS	42,160
O'CONNOR RV CENTRE LTD	50,034	P G KCLASSIC AUTOBODY LTD	2,167,215
O'FARRELL T DR INC	35,440	PACE AUTOBODY LTD	1,022,253
O'SHAUGHNESSY ROY DR INC	286,900	PACIFIC ASSET MANAGEMENT CORPORATION	504,596
OAKRIDGE PHYSIOTHERAPY	37,401	PACIFIC AUTO TRIM LTD	215,348
OAKWEST INSURANCE AGENCIES LTD	587,767	PACIFIC CARBON TRUST	573,008
OASIS PHYSIOTHERAPY	154,933	PACIFIC COACH LINES	29,651
OCEAN TRAILER RENTALS	511,724	PACIFIC COAST HEAVY TRUCK GROUP (SURREY)	74,484
ODGERS BERNDTSON	342,099	PACIFIC COAST INSURANCE BROKERS INC	545,528
OFF ROAD AUTO BODY LTD	126,164	PACIFIC COAST REHABILITATION CENTRE	31,019
OFF ROAD AUTOBODY & TOWING	54,453	PACIFIC COASTCOM COMMUNICATIONS INC	186,775
OFFICE OF SUPERINTENDENT OF MOTOR VEHICLE	60,812	PACIFIC COMPANION ENTERPRISES INC	39,835
OKANAGAN GLASS LTD	50,436	PACIFIC COURT BAILIFF EXECUTION SERVICES	75,096
OKANAGAN MEDICAL SUPPLIES	36,826	PACIFIC INSURANCE AGENCIES LTD	166,751
OKANAGAN ORAL SURGERY ASSOCIATES	59,408	PACIFIC LAW GROUP	4,708,716
OKANAGAN TRAVEL LAND	25,254	PACIFIC NORTHERN GAS LTD	31,574
OKANAGAN VALLEY INSURANCE SERVICES LTD	456,347	PACIFIC PLACE INSURANCE SERVICES INC	177,163
OLIVER & CO	156,588	PAINE EDMONDS	664,360
OLIVER WYMAN LTD	40,816	PAINE HAMBLEN LLP	175,177
OLYMPIC INSURANCE SERVICES LTD	213,425	PAINTS BEYOND AUTOBODY VANCOUVER LTD	83,133
OMEGA AUTOBODY INC	31,417	PALADIN SECURITY GROUP LTD	797,018
OMINECA GLASS SERVICES LTD	81,702	PANNU JASMINDER DR	75,700
OMNICARE FOR PEOPLE AT HOME CORP	66,110	PANORAMA PHYSIOTHERAPY & SPORTS CLINIC	35,336
ON CALL SERVICE CENTER	75,159	PANTHER GLASS & UPHOLSTERY	53,139
ON LINE COLLISION LTD	1,668,618	PARADISE AUTOBODY REPAIRS 1993 LTD	151,499
ON TIME AUTOBODY	63,119	PARAGON COLLISION REPAIRS LTD	321,607
ONESTOP AUTOGLASS LTD	33,252	PARAGON INSURANCE AGENCIES LTD	449,138
ONISON (CANADA) CORPORATION	28,054	PARAMOUNT AUTO BODY LTD	820,189
ONSITE AUTO GLASS	135,642	PARK GEORGIA INSURANCE AGENCIES LTD	1,400,523

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
PARK INSURANCE AGENCY LTD	502,646	PETERBILT PACIFIC LEASING INC	286,722
PARKER MOTORS LTD	691,064	PETERBILT TRUCKS PACIFIC INC (PR GEORGE)	1,578,637
PARKER'S AUTO BODY & PAINT LTD	1,884,451	PETERBILT TRUCKS PACIFIC INC (SURREY)	61,019
PARKING CORPORATION OF VANCOUVER	155,052	PETRO CANADA INC	534,091
PARKSVILLE CHRYSLER LTD	629,733	PETTIT AND COMPANY	728,106
PARKSVILLE INSURANCE SERVICE LTD	249,656	PG SURG-MED LTD	55,109
PARKSVILLE TOWING	25,964	PGI HOLDINGS LTD DBA METROTOWN DASON INS	286,616
PARKWAY PHYSIOTHERAPY & PERFORMANCE	27,122	PGR CONSULTING INC	223,227
PARKWAY TOWING LTD	31,352	PHARMASAVE	105,341
PARSONS JULIAN DR	36,950	PHH VEHICLE MANAGEMENT SERVICES LLC	27,336
PAT ANDERSON AGENCIES LTD	766,370	PHIL'S JANITOR SERVICE	87,244
PATHWAY RESOURCES LTD	186,479	PHOENIX AUTOBODY REPAIRS	268,178
PAUL'S AUTO BODY LTD	1,044,713	PIHL LAW CORPORATION	1,082,384
PAYLESS AUTO TOWING LTD	555,740	PINE RIDGE AUTOMOTIVE AND TOWING	40,692
PAYLESS GLASS LTD	262,337	PINE TREE AUTO BODY LTD	713,429
PB SOFTWARE CANADA INC	56,240	PINNACLE HOTEL AT THE PIER	340,619
PBA ENGINEERING LTD	331,760	PINTON FORREST & MADDEN GROUP	49,580
PCO SERVICES CORPORATION	36,594	PIONEER AUTOBODY INC	153,783
PEACE GLASS LTD	299,839	PIONEER GARAGE LTD	676,081
PEACEHEALTH MEDICAL GROUP	48,965	PIPER MICHAEL S DR	120,445
PEACHLAND COLLISION AND GLASS	169,580	PITNEY BOWES	54,401
PEACHLAND INSURANCE BROKERS LTD	251,765	PITNEY BOWES POSTAGE BY PHONE	1,354,880
PEAKE & RICHMOND LTD	249,731	PJ COLLISION LTD	980,640
PEARLMAN LINDHOLM	276,502	PLATINUM AUTO GLASS	130,476
PELHAM'S AUTOMOTIVE SERVICE LTD	65,406	PLAZA 4 DEVELOPMENTS LTD	111,113
PELLING & ASSOCIATES INSURANCE BROKERS CO	220,797	PLEA COMMUNITY SERVICES SOCIETY OF BC	43,201
PEMBERTON INSURANCE CORPORATION	100,293	PLUS ONE COLLISION	41,983
PENDER AUTO BODY LTD	870,231	PLUTO AUTOBODY (2008) LTD	178,483
PENINSULA & BAY LANDS LTD	316,066	POCO INSURANCE AGENCIES INC	335,058
PENINSULA TOWING	67,758	POLSTAR COLLISION LTD	64,155
PENN INSURANCE AGENCIES LTD	503,231	POLYMER ENGINEERING COMPANY LTD	44,644
PENNEY AUTO BODY LTD	1,384,271	POPOW'S AUTO BODY	49,993
PENTICTON AUTO GLASS & UPHOLSTERY LTD	156,667	PORT COQUITLAM PHYSIOTHERAPY & SPORTS	27,669
PENTICTON COLLISION CENTRE	617,368	PORT KELLS COLLISION (2008) LTD	26,192
PENTICTON TOWING LTD	251,637	PORT MCNEILL AUTO BODY LTD	100,963
PERFECT AUTO & WINDOW GLASS LTD	363,955	PORT MOODY COLLISION	66,919
PERFECTIONS CUSTOM PAINT & AUTOBODY LTD	284,151	PORT MOODY INSURANCE SERVICES	494,164
PERFORMANCE INSTITUTE	84,602	PORTER & MCMILLAN (1992) LTD	798,171
PERPETUAL INSURANCE SERVICES LTD	1,115,824	PORTER & MCMILLAN LTD	1,552,447
PERRY & COMPANY	49,908	PORTER MANDA	57,262
PERRY ALAN - MEDIATOR	44,605	POULIN AGENCIES LTD	234,487
PERRY THOMAS DR	36,122	PPC WORLDWIDE CANADA EAP SERVICES LTD	300,504
PERRY'S AUTO GLASS AND UPHOLSTERY	31,451	PRANCING HORSE AUTOBODY AND PAINT	719,334
PETE RENYARD AUTO BODY (CENTERLINE COLL)	764,274	PRE-TECH COLLISION LTD	1,430,111
PETE'S AUTOBODY	263,581	PRECISION GLASS LTD	66,379
PETE'S TOWING & STORAGE (1985) LTD	79,549	PRECISION LOCKSMITHING CORP	111,290
PETER BALJET CHEV PONTIAC BUICK GMC LTD	850,284	PREMIER ENVELOPE LTD	357,120
PETER F POOK INSURANCE AGENCIES LTD	1,283,909	PREMIER MARINE INSURANCE	45,860
PETER MACDONALD INSURANCE AGENCIES LTD	159,466	PREMIER SCHOOL AGENDAS LTD	29,792
PETERBILT MONTANA	29,119	PREMIERE COLLISION LTD	889,907
PETERBILT OF FARGO	32,752	PREMIERE VERBATIM REPORTING LTD	62,674
PETERBILT PACIFIC INC (KAMLOOPS)	1,173,208	PREMIUM TRUCK & TRAILER INC (PR GEORGE)	56,709
PETERBILT PACIFIC INC (TERRACE)	36,456	PREMIUM-FIT AUTO UPHOLSTERY & GLASS	27,178

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
PRESTIGE COLLISION SERVICES	1,408,439	QUALITEK COLLISION LTD	315,406
PRESTIGE INSURANCE SERVICES LTD	1,528,307	QUALITY GLASS LTD	90,206
PRESTON CHEVROLET BUICK GMC CADILLAC LTD	1,832,382	QUALITY PLUS AUTO CONSULTING LTD	267,396
PREVOST (VOLVO GROUP CANADA INC)	25,252	QUARTECH SYSTEMS LTD	3,182,200
PRICEWATERHOUSECOOPERS LLP	882,473	QUEENSWAY AUTOBODY	577,912
PRIME COLLISION (2006) LTD	858,159	QUESNEL TOYOTA	89,415
PRIME INSURANCE CENTRE LTD	687,233	QUINLAN ABRIOX	6,340,376
PRIME RENTALS	35,739	QUIRING MOTORS (1994) LTD	159,595
PRIMELINE AUTOBODY & PAINTING LTD	29,693	QV INVESTORS	580,767
PRINCE GEORGE BRAIN INJURED GROUP SOCIETY	50,236	R & S AUTOBODY (1990) LTD	915,772
PRINCE GEORGE MOTORS LTD	99,179	R AND M GLASS & TRIM	44,456
PRINCETON GLASS CO LTD	104,178	R I SMITH HOLDINGS LTD	142,084
PRIORITY BUILDING SERVICES LTD	32,305	R N MCNEIL LAW CORP	44,253
PRISM TOWING	59,107	R R PLETT TRUCKING LTD	34,607
PRIVASOFT CORP	54,680	R S JANITORIAL SERVICES LTD	28,989
PRO BODY SHOP (1998) LTD	939,026	R S REHAB SOLUTIONS INC	262,505
PRO CHOICE AUTO BODY LTD	100,782	R-1 COLLISION LTD	55,698
PRO MOTION PHYSIOTHERAPY & SPORTS INJURY	31,686	RACE & COMPANY	1,269,420
PRO TOW (MELNICK'S PROFESSIONAL TOWING)	64,864	RAE-TECH FIRE INVESTIGATIONS LTD	49,580
PRO-SERV INVESTIGATIONS LTD	27,719	RAINBOW GLASS	124,463
PRO-TECH COLLISION CENTRE	384,554	RAINBOW INSURANCE AGENCY LTD	120,811
PRO-TECH COLLISION LTD	300,685	RAM'S AUTOBODY LTD	26,128
PRO-VISION INSURANCE BROKERS LTD	257,807	RAMP BODY & FENDER WORKS LTD	636,226
PROACTIVE HOME CARE SERVICES LTD	81,314	RAND & FOWLER INSURANCE AGENCIES LTD	242,234
PROBE INVESTIGATORS & SECURITY CONSULTANT	76,772	RAND & FOWLER INSURANCE COQUITLAM LTD	2,642,906
PROCARE HEALTH SERVICES INC (PROGROUP)	74,710	RAND & FOWLER INSURANCE LTD	1,939,009
PROFILE INVESTIGATIONS INC	108,892	RAND & FOWLER INSURANCE SERVICES LTD	1,574,139
PROFIRE EMERGENCY EQUIPMENT INC	91,829	RANDSTAD TECHNOLOGIES	157,445
PROGRESSIVE INSURANCE SERVICES LTD	377,073	RAPID AUTO GLASS LTD	487,053
PROGRESSIVE REHAB INC	122,478	RATS TOWING	181,754
PROLINE COLLISION LTD	382,878	RAVEN AUTOWORKS	248,665
PROLINE GLASS LTD	66,371	RAY F CHIN INDEPENDENT ADJUSTER	169,665
PRONTO AUTO GLASS	109,817	RAY WONG INSURANCE SERVICES LTD	321,505
PRONTO ENTERPRISES LTD	44,899	RAY'S AUTOBODY LTD	520,709
PRONTO TOWING LTD	100,818	RAYDAR AUTOBODY LTD	1,057,325
PROSPECT PARK AUTOBODY LTD	948,278	RBC DEXIA INVESTOR SERVICES TRUST	59,360
PROSPEROUS FINANCIAL & INSURANCE AGENCIES	368,615	RBS COLLISION REPAIRS LIMITED	149,688
PROTRANS BC OPERATIONS LTD	30,263	RCU INSURANCE SERVICES LTD	251,708
PROUT ALISTER J E DR INC	194,011	RE DEVRA HOLDINGS LTD	27,755
PROVIDENCE HEALTH CARE	54,717	REACTIVE INJURY MANAGEMENT LTD	27,377
PROVINCE OF BC	275,712,000	REAL INSURANCE SOLUTIONS INC	932,030
PROVINCE OF BC (MVB FEES)	504,974,266	RECEIVER GENERAL FOR CANADA	143,969
PROVINCE OF BC (MVB FINES)	35,591,807	RECEIVER GENERAL FOR CANADA (HST)	49,669,826
PROVINCE OF BC (PREMIUM TAX)	165,113,743	REDFLEX TRAFFIC SYSTEMS (CANADA) LTD	10,261,291
PROVINCE OF BC (TDP & SST)	85,013,958	REEBYE N K DR INC	307,179
PROVINCIAL HEALTH SERVICES AUTHORITY	40,239	REED LORI - REGISTERED COUNSELLOR	93,929
PRYKE LAMBERT LEATHLEY RUSSELL LLP	1,657,999	REES PETER M DR LTD	260,082
PUBLIC SERVICE PENSION PLAN	946,501	REFLECTIONS TRUCK BODY REPAIR LTD	2,418,462
PULLMER LEWIS DR INC	58,569	REGAL COLLISION LTD	53,933
PUROLATOR INC	98,124	REGAN WILLIAM D DR	76,200
Q-MATIC CANADA LIMITED	193,128	REGENCY CHRYSLER (100 MILE HOUSE)	34,567
QED FINANCIAL SYSTEMS INC	118,123	REGENCY VOLKSWAGEN	45,936
QUALITEK COLLISION (RICHMOND) LTD	26,982	REHAB GROUP (THE)	502,132

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
REHABILITATION IN MOTION (CAMPBELL RIVER)	35,579	ROADWAY TOWING LTD	543,691
REHABILITATION IN MOTION (COURTENAY)	50,687	ROADWAYS INSURANCE AGENCIES INC	93,559
REHABMAX PHYSIOTHERAPY & SPORTS INJURY	60,994	ROBBINS PARKING SERVICE LTD	77,071
RELIABLE AUTO BODY (2001) LTD	1,227,590	ROBERT R LAWLER - PLC	480,026
RELIANCE INSURANCE AGENCIES LTD	808,669	ROBERTS TOWING AND RECOVERY	50,861
RELIANCE PROTECTRON INC	40,716	ROBERTSON DOWNE & MULLALLY	1,658,310
REMPEL ENGINEERING SERVICES LTD	27,307	ROBYN STANIFORTH - KINESIOLOGIST	374,661
RENASCENT COLLISION (ABBOTSFORD)	956,052	ROCKY MOUNTAIN DIESEL LTD	660,841
RENASCENT COLLISION CHILLIWACK LTD	723,649	ROD'S AUTO GLASS & UPHOLSTERY LTD	87,875
RENAUD COOK DRURY MESAROS PA	73,993	ROD'S TOWING	34,845
REPLICA BCRS CANADA	54,360	ROGER D WATTS LAW CORPORATION	833,967
REPORTEX AGENCIES LTD	104,641	RON RIDLEY RENTALS LTD	80,043
REVIVE AUTO REPAIRS LTD	77,136	RON'S COLLISION	925,087
RF MOORE CLAIMS SERVICE LTD	100,097	RONA KINETICS AND ASSOCIATES LTD	43,144
RFS CANADA	190,328	ROOKZ'S AUTOBODY LTD	270,727
RHC INSURANCE BROKERS LTD	1,998,197	ROUTLEY & COMPANY	725,468
RIAR KULWANT S DR	101,375	ROYAL BANK OF CANADA	982,815
RICH CITY COLLISION REPAIRS (HORSESHOE)	1,165,455	ROYAL CITY AUTO PAINTING & COLLISION	231,315
RICH CITY COLLISION REPAIRS (NO 5 ROAD)	2,198,261	ROYAL CITY TAXI LTD	25,555
RICH'S AUTOBODY & WRECKING LTD	976,743	RUDDICK ANTONY	63,881
RICHARDS BUELL SUTTON	346,812	RUDY & PETER BODY SHOP (2004) LTD	519,910
RICHARDS INVESTIGATIONS INC	115,169	RULEARTS LLC	53,276
RICHMOND AUTO BODY (RICHMOND)	5,279,408	RUNZER'S COLLISION	96,739
RICHMOND AUTO BODY LTD (NORTH VANC)	2,619,813	RUSH CLAIMS SOLUTIONS	51,288
RICHMOND CHIROPRACTIC CENTRE	26,650	RUSH TRUCK CENTER	43,855
RICHMOND CHRYSLER DODGE JEEP LTD	1,649,326	RUSS' BODY SHOP (1988) LTD	854,152
RICHMOND CONTINENTAL AUTO LTD	541,704	RUSTY'S AUTO TOWING LTD	58,448
RICHMOND HONDA CARS	38,541	RUTLAND GLASS (1994) LTD	129,031
RICHMOND PLASTICS LTD	27,779	RV CAMPER & TRAILER CLINIC LTD	33,612
RICHMOND TAXI CO LTD	30,336	S & R MAINTENANCE	67,212
RICHMOND TOYOTA LTD	32,774	S & S INSURANCE SERVICES LTD	421,837
RICHTER AUTO BODY LTD	216,458	S B TRUCKING LTD	49,947
RICOH CANADA INC	1,221,237	S I SYSTEMS	2,105,856
RIDE WITH PRIDE AUTOBODY & GLASS	25,570	S J KERNAGHAN ADJUSTERS LTD	27,561
RIDGE INVESTIGATIVE SERVICES	29,393	S R COLLISION (1991) LTD	311,774
RIDGWAY & COMPANY	160,146	S T INSURANCE AGENCY LTD	279,767
RIGHT MANAGEMENT INC	28,029	SABIL INSURANCE AGENCY (ALDERGROVE) LTD	313,146
RIGHT TOUCH AUTOBODY LTD	117,481	SABYAN AUTOMOTIVE SERVICE & REPAIR	27,273
RIGHT TRUCKS SALES & SERVICE LTD	59,967	SAHARA REHAB CONSULTING LTD	121,195
RILEY'S AUTOBODY LTD	58,411	SALMO AUTO REBUILDERS	42,521
RISK & RECOVERY INC	29,575	SALMON ARM CHEV OLDS PONTIAC BUICK GMC	32,893
RITCHEY & SONS COLLISION REPAIR LTD	44,852	SALMON ARM FRAME & BODY SHOP (2000) LTD	214,151
RITCHIE COLLISION LTD	770,682	SAMI'S AUTOBODY & PAINTING 1990 LTD	92,780
RITZ AUTOBODY LTD	129,453	SAMRA AUTOBODY LTD	156,727
RIVER ROCK CASINO RESORT	66,560	SAN COLLISION AUTO REPAIRS LTD	337,532
RIVER STATES TRUCK	52,340	SANDHU SATINDER DR - NEWTON CHIROPRACTIC	45,100
RIVERSIDE AUTO WRECKING LTD	38,898	SANDPIPER GARDENS & GLASS	25,721
RIVERSIDE COLLISION (1994)	446,711	SANDY'S COLLISION REPAIRS	112,776
RIVERSIDE COLLISION LTD	426,907	SANFORD EVANS GOLDBOOK	131,665
RIVERSIDE INSURANCE AGENCIES (1984) LTD	385,651	SANGAM AUTO BODY LTD	184,430
RML AUTOMOTIVE APPRAISALS LTD	61,404	SANTOS COLLISION CRAFT	265,379
ROAD WARRIOR MOBILE AUTO GLASS INC	149,504	SAP CANADA INC	4,035,234
ROADHOUSE TOWING	49,847	SAPPHIRE TECHNOLOGIES CANADA	105,797

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
SARAH REHAB CONSULTING LTD	26,328	SIMPSON CONTROLS LTD	635,304
SARAN CHIROPRACTIC CORP LTD	41,500	SINGLETON URQUHART	4,236,166
SAS INSTITUTE (CANADA) INC	368,010	SKAGIT VALLEY HOSPITAL	47,259
SASCU INSURANCE SERVICES LTD	281,010	SKAHA FORD INC	600,539
SASI AUTOCRAFT LTD	107,310	SKEENA GLASS LTD	112,679
SAVOY PACIFIC AUTO INC	38,040	SKILLSOFT CANADA LTD	68,292
SAXBEE INSURANCE AGENCIES LTD	1,380,524	SKYLITE BUILDING MAINTENANCE LTD	57,406
SCARBOROUGH HERMAN BLUEKENS	172,687	SKYVIEW INSURANCE BROKERS LTD	167,012
SCHEER & ZEHNDER LLP	853,264	SLEGG CONSTRUCTION	131,938
SCHILL INSURANCE BROKERS LTD	1,376,333	SLR CONSULTING (CANADA) LTD	31,882
SCHWEIGEL J F DR INC	94,140	SLT SYSTEMS INC	44,649
SCOTT SPECIAL PROJECTS LTD	1,954,548	SMAF ENVIRONMENTAL LLC	36,503
SCOTT TOWN AUTOBODY LTD	260,420	SMB BUSINESS INTELLIGENCE BUILDERS INC	38,337
SCRAP KING AUTOWRECKING & TOWING LTD	32,657	SMITH & NEPHEW INC	43,320
SCU INSURANCE SERVICES LTD	515,970	SMITH CHEVROLET CADILLAC LTD	1,105,879
SDM REALTY ADVISORS LTD	1,137,149	SMITH DAVID	65,809
SEAFIRST INSURANCE BROKERS LTD	718,651	SMITH DERRYCK H DR INC	496,959
SECHERT INSURANCE AGENCY (1987) LTD	283,232	SMITH JEANETTE DR INC	65,256
SECOND LOOK AUTO BODY (1992) LTD	827,059	SMITHRITE DISPOSAL LTD	35,304
SECURIGUARD SERVICES LIMITED	291,389	SMITHRITE EQUIPMENT PAINTING & REPAIRS	69,331
SEDGWICK CMS	66,904	SN TRANSPORT LTD	39,344
SELKIRK GLASS LTD	80,528	SNIDER SCOTT - MEDIATOR	100,079
SEMRAU STANLEY DR INC	518,853	SOBERMAN CHARTERED ACCOUNTANTS	29,920
SENSUS COMMUNICATION SOLUTIONS INC	148,725	SOC ROBOTICS INC	138,579
SENTES CHEVROLET LTD	537,956	SOFSYSTEMS CONSULTING INC	223,080
SENTRY PARTNERS INC	165,130	SOFTCHOICE CORPORATION	6,915,483
SERVICE GLASS LTD	107,923	SOFTWARE AG (CANADA) INC	62,271
SERVICE QUALITY MEASUREMENT GROUP INC	242,535	SOL CONSULTING LTD	49,972
SERVICEMASTER FOR BURNABY	39,476	SOLID GOLD COLLISION LTD	338,972
SETTLED BY SCHAPIRO MEDIATIONS INC	122,500	SOLOMONS KEVIN DR INC	653,299
SHARONS INSURANCE SERVICES LTD	238,007	SOLSYS CORPORATION	264,002
SHARP COLLISION REPAIR LTD	214,469	SOMERS AND COMPANY	4,397,430
SHARPE'S AGENCY LTD	232,577	SOMERSET INSURANCE SERVICES COMPANY LTD	483,691
SHAW CABLESYSTEMS GP	123,218	SOPRON AUTO BODY (P & T AUTO BODY LTD)	662,003
SHAW SABEY & ASSOCIATES LTD	163,452	SOPRON AUTO BODY LTD	337,343
SHEPELLFGI (A DIVISION OF HRCO INC)	90,942	SOS SOLUTIONS	25,067
SHERATON VANCOUVER GUILDFORD HOTEL	92,574	SOUND IDEARS INC	39,636
SHIELD GLASS (2007) LTD	72,862	SOUTH COAST FORD PROPERTY	38,203
SHOOK WICKHAM BISHOP AND FIELD	179,555	SOUTH FRASER PHYSIOTHERAPY CLINIC INC	86,167
SHOPPERS DRUG MART	163,150	SOUTH SEAS AUTO BODY CO LTD	1,268,817
SHOPPERS HOME HEALTH CARE	197,431	SOUTHERN INSURANCE SERVICES LTD	1,966,693
SHUSWAP COLLISION CENTER LTD	701,744	SOUTHLANDS INSURANCE BROKERS (1992) INC	237,110
SICAMOUS COLLISION REPAIR	184,931	SOUTHSIDE DOOR AND GATE	138,055
SIDHU JUJHAR S DR	57,450	SOVIO O M DR	349,948
SIDNEY GLASS LTD (CAPITAL AUTOGLASS & UP)	210,788	SPARKLING HILL WELLNESS RESORT	32,053
SIERRA SYSTEMS GROUP INC	445,388	SPARLING REAL ESTATE LTD	107,794
SIGNAL COLLISION CRANBROOK	1,156,770	SPECIAL D'S COLLISION	286,181
SIGNAL COLLISION LTD	674,016	SPECIALIST REFERRAL CLINIC	1,592,942
SILHOUETTE COLLISION (PLANET ERA ENT LTD)	1,786,881	SPECTRUM REHABILITATION SERVICE INC	25,489
SILVER WING INSURANCE SERVICES LTD	352,595	SPEED DATA SYSTEMS LTD	54,093
SIMENA LLC	55,416	SPEEDIER AUTO BODY SHOP LTD	360,047
SIMILKAMEEN AGENCIES LTD	375,879	SPEEDY (BURNABY) 8315	384,518
SIMMONS BLACK & EMSLAND INSURANCE SERVICE	656,903	SPEEDY COLLISION LTD	128,743

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
SPEEDY GLASS (ABBOTSFORD)	441,468	STEVE NASH FITNESS WORLD	33,143
SPEEDY GLASS (BURNABY-LOUGHEED HWY)	299,646	STEVENS VIRGIN	5,856,853
SPEEDY GLASS (CHILLIWACK)	340,859	STEWART & COMPANY	4,378,681
SPEEDY GLASS (COQUITLAM)	619,050	STILL CREEK COLLISION INC	570,215
SPEEDY GLASS (CRANBROOK)	227,433	STILL CREEK PRESS	224,758
SPEEDY GLASS (KAMLOOPS-SEYMOUR ST)	297,264	STINGRAY360	33,914
SPEEDY GLASS (KAMLOOPS-TRANQUILLE)	288,189	STONE BROS AUTO BODY & AUTO WRECKING LTD	797,157
SPEEDY GLASS (KELOWNA)	422,507	STRASBURGER & PRICE LLP	38,332
SPEEDY GLASS (LANGLEY)	287,262	STREAMLINE AUTO & WINDOW GLASS LTD	100,520
SPEEDY GLASS (MAPLE RIDGE)	239,536	SUBURBAN MOTORS (VICTORIA FORD ALLIANCE)	1,435,432
SPEEDY GLASS (NANAIMO)	210,706	SUCCESS REALTY & INSURANCE LTD	243,959
SPEEDY GLASS (NORTH VAN-BROOKSBANK)	429,891	SUDDEN IMPACT AUTO BODY REPAIR LTD	747,498
SPEEDY GLASS (NORTH VAN-MARINE DR)	584,945	SUITELIVING RENTALS	34,945
SPEEDY GLASS (PENTICTON)	374,565	SULLIVAN INVESTIGATIVE SERVICES	51,684
SPEEDY GLASS (PRINCE GEORGE-15TH AVE)	235,451	SUMAS ENVIRONMENTAL SERVICES INC	40,047
SPEEDY GLASS (RICHMOND)	391,739	SUMAS MOUNTAIN CHIROPRACTIC	55,356
SPEEDY GLASS (SQUAMISH)	191,152	SUMMERLAND GLASS AND MIRROR LTD	95,915
SPEEDY GLASS (SURREY-FRASER HWY)	387,747	SUMMERS AUTOMOBILE SERVICE LTD	380,510
SPEEDY GLASS (SURREY-KING GEORGE HWY)	382,619	SUMMIT INJURY MANAGEMENT INC (DUNCAN)	43,394
SPEEDY GLASS (SURREY-72ND AVE)	622,154	SUMMIT INJURY MANAGEMENT INC (NAN-WELL)	42,194
SPEEDY GLASS (VANCOUVER-BROADWAY)	342,510	SUMMIT INJURY MANAGEMENT INC (NAN-3RD ST)	25,833
SPEEDY GLASS (VANCOUVER-KINGSWAY)	980,005	SUMMIT INJURY MANAGEMENT INC (VICTORIA)	38,435
SPEEDY GLASS (VERNON)	353,446	SUMMIT INSURANCE BROKERS INC	119,217
SPEEDY GLASS (VICTORIA-ISLAND HWY)	312,440	SUMMIT REHABILITATION INC	207,432
SPEEDY GLASS (VICTORIA-PANDORA AVE)	353,059	SUN COUNTRY TOYOTA	1,035,172
SPEEDY GLASS (WILLIAMS LAKE)	179,232	SUN LIFE FINANCIAL	47,165
SPINNERS AUTO GLASS LTD	43,940	SUN VALLEY GLASS	155,581
SPLASHES WASH LODGE INC	268,168	SUNCREEK AUTO GLASS LTD	276,597
SPORTS & SPINE PHYSIOTHERAPY & REHAB	104,295	SUNGARD AVAILABILITY SERVICES CANADA LTD	1,116,568
SPORTSMAN'S CORNER 2002	30,370	SUNLIGHT AUTO REPAIR CENTRE	42,363
SPOTLITE CUSTOM COLLISION LTD	1,571,747	SUNNYSIDE AUTOBODY (1980) LTD	1,003,652
SPRINGFIELD AUTO BODY LTD	1,142,212	SUNRISE FORD SALES LTD	543,111
SPRINGMAN'S SATURN & ISUZU	732,542	SUNRISE TRAILER SALES LTD	36,849
SPRINT GLASS	35,259	SUNRISE TRANSPORT LTD	72,944
SQUAMISH INSURANCE AGENCIES LTD	233,176	SUNSET GLASS	73,559
SQW INVESTIGATIONS INC	116,463	SUNSET PHYSIOTHERAPY CLINIC	36,764
STAHL PETERBILT INC	29,875	SUNSET SQUARE - DARLEN VENTURES LTD	88,535
STAMPEDE GLASS	220,991	SUNSHINE AUTOBODY (VERNON) LTD	130,586
STANDARD & POOR'S LLC	43,218	SUNSHINE AUTOBODY LTD	865,883
STANDARD AUTO GLASS (KELOWNA)	95,532	SUNSHINE GLASS AND MIRROR LTD	79,715
STANDARD LIFE ASSURANCE COMPAN	183,950	SUNSHINE SYSTEMS & SOFTWARE INC	28,465
STAR AUTOBODY LTD	1,507,075	SUNWEST RV CENTRE LTD	27,078
STARLINER TRANSPORT(1981) LTD	32,629	SUNWHEEL REHABILITATION	97,387
STARLITE AUTOBODY LTD	525,087	SUPER EURO AUTO LTD	797,581
STATE STREET BANK & TRUST COMPANY CANADA	46,234,791	SUPERIOR COLLISION REPAIRS LTD	1,190,817
STATE STREET GLOBAL ADVISORS LTD	121,978	SUPERSTAR AUTO REPAIR CENTRE LTD	558,464
STATE STREET TRUST COMPANY CANADA	1,009,184	SURDELL KENNEDY TAXI LTD	30,365
STAVROS BODY SHOP	422,187	SUREWAY INSURANCE SERVICES LTD	137,692
STELMARK PRODUCTS INC	28,104	SURREY AUTO GLASS	54,797
STENS CONSULTING INC	170,612	SURREY AUTOBODY AND PAINT LTD	1,092,090
STERLING AUTOWORKS	240,742	SURREY HONDA (SURREY IMPORTS LTD)	53,310
STERLING PACIFIC INVESTIGATIONS	75,659	SURREY PHYSIOTHERAPY	31,213
STEVE MARSHALL MOTORS (1996) LTD	679,617	SURREY SPORTS & REHABILITATION PHYSIO	26,895

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
SURVTECH INVESTIGATIONS	26,986	THOMPSON INSURANCE CENTRE (1997) INC	112,670
SUSSEX INSURANCE AGENCY (AMBLESIDE) INC	127,413	THOMPSON J P DR INC	201,529
SUSSEX INSURANCE AGENCY (CREST PLAZA) INC	2,288,345	THORNBURG INVESTMENT MANAGEMENT GROUP	921,879
SUSSEX INSURANCE AGENCY (DOLLAR CENTRE)	244,890	THREE PEAKS KINESIOLOGY	43,252
SUSSEX INSURANCE AGENCY (KELOWNA) INC	1,236,189	THRIFTY CAR RENTAL	31,617
SUSSEX INSURANCE AGENCY (LANGLEY) INC	551,222	THUNDERBIRD INSURANCE BROKERS LTD	256,873
SUSSEX INSURANCE AGENCY (MISSION) INC	1,235,924	THUNDERBIRD INSURANCE SERVICES LTD	555,500
SUSSEX INSURANCE AGENCY (PRINCE GEORGE)	961,496	TIGER TOWING LIMITED	52,367
SUSSEX INSURANCE AGENCY (ROYAL OAK) INC	877,773	TIP TOP COLLISION LTD	754,254
SUSSEX INSURANCE AGENCY INCORPORATED	702,339	TITCHENER DR CHIROPRACTIC CORP	34,811
SUTER BROOK INSURANCE SERVICES LTD	140,906	TMA AUTOBODY & SERVICES LTD	860,432
SWADDEN & COMPANY	1,716,774	TOM THOMPSON AUTO GLASS LTD	149,842
SWEDE'S TOWING (DAWSON CREEK)	42,675	TOM'S & MERRITT TOWING LTD	144,532
SWIM INTERNATIONAL RECRUITING INC	88,323	TOM'S CUSTOM AUTO BODY LTD	2,213,417
SYDNEY SALES & MARKETING	47,084	TOMMY'S UPHOLSTERY LTD	42,393
SYMANTEC CORPORATION	762,213	TONKS TOWING LTD	860,663
SYMMETRIX INSTITUTE OF EXERCISE	66,676	TONY LAU INSURANCE AGENCIES LTD	602,658
SYNAPTIC ANALYSIS CONSULTING GROUP INC	49,821	TOOMBS INC	39,760
SYNOVATE LTD	36,924	TOP GUN COLLISION AUTO BODY LTD	729,944
SYSTRON PROJECTS INC	159,163	TOPWIN AUTO CENTRE (THE CARBOY AUTO SALES	50,599
T & T AUTOMOTIVE WRECKING & TOWING	30,046	TOTAL THERAPY REHABILITATION & WELLNESS	94,844
T C VALLEY COLLISION LTD	675,371	TOTEM TOWING	356,223
T F AUTO BODY (TUNG FAT MOTORS LTD)	185,903	TOWER FENCE PRODUCTS LTD	28,581
T J GLASS ODYSSEY INC	720,371	TOWER INVESTIGATIVE GROUP INC	33,203
T J'S AUTO BODY (1998) LTD	959,919	TOWERS WATSON	68,612
T J'S TOWING & STORAGE	29,008	TOWERS WATSON AMERICA LLC	78,200
T R COLLISION LTD	117,621	TOWN OF GIBSONS	276,229
T S MCKENZIE INSURANCE AGENCIES LTD	254,616	TOWN OF SIDNEY	253,853
TAB CANADA	95,784	TOWN OF SMITHERS	46,908
TABERNER PAUL D - MEDIATOR	67,871	TOWNLINE INSURANCE SERVICES LTD	209,990
TALBOT INSURANCE SERVICES LTD	204,816	TOWNSEND & LEEDHAM ADJUSTERS LTD	217,909
TALBOT MEDIATION SERVICES LTD	310,608	TOWNSHIP OF LANGLEY	372,614
TAMMY STAMNES & KEN WILSON INS AGENCY	2,560,567	TP SYSTEMS LTD	2,699,645
TAO'S AUTO BODY COLLISION LTD	98,414	TRADEMARK GLASSWORKS LTD	113,550
TAURUS AUTO COLLISION CARE LTD	118,927	TRADEWIND INSURANCE SERVICES LTD	250,068
TAURUS COMMERCIAL REAL ESTATE SERVICES	309,257	TRAILER WIZARDS LTD	58,524
TAYLOR INSURANCE AGENCIES LTD	45,693	TRAINOR VOCATIONAL CONSULTING CORP	40,138
TAYLORMOTIVE SERVICE LTD	2,198,008	TRANN ALLAN - MEDIATOR	34,376
TD CANADA TRUST	52,080	TRANSAMERICA GLASS NETWORK	110,750
TEAL PHILIP DR FRCPC INC	86,040	TRANSFORMERS COLLISION CENTRE	627,226
TECHNICAL ASSISTANCE GROUP	66,773	TRANSWORLD MANAGEMENT LTD	148,973
TEDCO RV SUPPLIES	29,920	TRAVCO RV SERVICE CENTRE LTD	33,218
TEKARA ORGANIZATIONAL EFFECTIVENESS INC	70,576	TRAVELAND LEISURE VEHICLES LTD	104,508
TEKSYSTEMS CANADA INC	6,675,846	TRAVLOS ANDREW DR MBBCH INC	45,273
TELDON MARKETING INC	169,675	TRAXLER HAINES	461,069
TELUS COMMUNICATIONS COMPANY	16,296,871	TRELOAR PHYSIOTHERAPY CLINIC	25,688
TELUS SERVICES INC	2,775,322	TREV DEELEY MOTORCYCLES (1991) LTD	54,969
TERMINAL AUTO BODY (PARKSVILLE) LTD	1,159,884	TRI CITY AUTO	29,213
TERRACE TOTEM FORD SALES LTD	35,010	TRI-CITY INSURANCE BROKERS LTD	439,082
TESSLER B B DR INC	492,319	TRI-CROWN RV	29,459
THELTA CONSULTING INC	152,519	TRI-LINE GLASS LTD	252,180
THISTLE CANADA (DIV OF JARDINE LLOYD)	298,721	TRIANGLE HOMES LTD	46,631
THOMAS SHAWN DR	28,880	TRIMLINE PERFORMANCE LTD	95,756

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
TRIPWIRE INC	28,445	VALLEY RV REPAIRS LTD	39,034
TRISTAR COLLISION	1,766,634	VALLEY TRAFFIC SYSTEMS INC	47,199
TROJAN COLLISION SERVICES LTD	1,847,761	VALLEY WORK EVALUATION & RESEARCH CENTRE	108,011
TRU-LINE AUTOBODY FRAME & WHEEL	239,023	VAN HORNE TOWING (2000) LTD	87,304
TSAWWASSEN COLLISION LTD	1,435,838	VAN ISLE AUTO GLASS LTD	113,025
TSAWWASSEN INSURANCE BROKERS LTD	202,019	VAN-BURN COLLISION REPAIRS LTD	934,942
TSL INSURANCE AGENCY LTD	161,569	VANCITY AUTOBODY LTD	1,093,124
TSN INSURANCE SERVICES LTD	681,401	VANCOUVER AXLE & FRAME LTD	44,542
TSS TOTAL SAFETY SERVICES INC	31,975	VANCOUVER BOARD OF TRADE	43,763
TSX INC	85,647	VANCOUVER COASTAL HEALTH AUTHORITY	398,481
TURNBULL IAN M DR	208,674	VANCOUVER CONVENTION CENTRE	37,059
TURNER PAMELA	26,365	VANCOUVER HOLDINGS (BC) LTD	205,351
TURNHAM WOODLAND	365,986	VANCOUVER HONDA	31,836
TURNING POINT REHABILITATION CONSULTING	253,118	VANCOUVER ISLAND HEALTH AUTHORITY	101,263
TWENTY FOUR SEVEN INVESTIGATIONS INC	196,274	VANCOUVER ISLAND INSURANCECENTRES INC	4,824,529
TWINSTAR COLLISION LTD	80,859	VANCOUVER LITIGATION SUPPORT SERVICES LTD	180,245
TXL INSURANCE AGENCY INC	554,321	VANCOUVER MOTORSPORTS LTD	41,386
TY-CROP MANUFACTURING LTD	297,324	VANCOUVER TRUCK COLLISION LTD	103,147
TYEE CHEVROLET LTD	513,020	VANDENBILT AUTO BODY LTD	771,732
TYLER'S TOWING	35,928	VANDY DEVELOPMENTS LTD	69,909
ULTIMATE COLLISION REPAIRS LTD	564,329	VAUGHAN OCCUPATIONAL CONSULTING	72,575
ULTRA-TECH CLEANING SYSTEMS LT	178,086	VENIER M A DR	35,868
UNDERWRITERS INSURANCE AGENCIES-KAMLOOPS	272,462	VENTURA CAPITAL CORPORATION	226,680
UNDERWRITERS INSURANCE AGENCIES-POWELL RV	281,454	VERN AND ROSS CUSTOM AUTO	58,832
UNDERWRITERS INSURANCE BROKERS-ARBUTUS	159,219	VERNON & DISTRICT PRIVATE INVESTIGATION	39,676
UNDERWRITERS INSURANCE BROKERS-PENTICTON	671,440	VERNON AUTO TOWING LTD	173,262
UNDERWRITERS INSURANCE BROKERS-VALEMOUNT	165,481	VERNON MEDICAL SUPPLIES LTD	42,226
UNIFIED SYSTEMS INC	682,370	VERNON STAR AUTO BODY	2,366,291
UNIGLOBE ADVANCE TRAVEL (VANCOUVER) LTD	63,055	VERNON TOYOTA CENTRE	64,407
UNIGLOBE GUARDIAN TRAVEL LTD	37,077	VERSATILE CONTRACTING	34,782
UNIGLOBE VICTORIA DRIVE AUTO CENTRE	196,895	VIC WALLACE INSURANCE AGENCY LTD	176,145
UNIQUE COLLISION REPAIRS LTD	50,815	VICKERS AUTOBODY LTD (SAVE ON AUTOBODY)	707,777
UNISOURCE CANADA INC	27,368	VICKERY COLLISION LTD	515,438
UNITED COLLISION AUTO REPAIR	335,776	VICTORIA EXERCISE REHABILITATION CENTRE	86,110
UNITED COLLISION REPAIR LTD	132,668	VIETA IMPORT AUTOBODY LTD	982,569
UNITED PROTECTION SERVICES INC	53,243	VIEWPOINT MEDICAL ASSESSMENT SERVICES INC	162,139
UNITED TOWING SERVICES INC	62,827	VIIC FRANCHISE CORP DBA SUSSEX INS AGENCY	671,366
UNITOW SERVICES (1978) LTD	2,197,852	VILLA INSURANCE AGENCY LTD DBA BAY CITY	598,960
UNIVERSAL AUTO COLLISION LTD	200,507	VILLAGE INSURANCE SERVICES LTD	486,517
UNIVERSAL GOLDMETAL & IRON WORKS INC	42,841	VILLAGE OF ALERT BAY	45,793
UNIVERSITY INSURANCE BROKERS	208,571	VILLAGE OF LUMBY	106,832
UNIVERSITY MEDICAL CENTER (ARIZONA)	45,541	VILLAGE OF MCBRIDE	35,241
URBAN PACIFIC REAL ESTATE	96,961	VILLAGE OF MIDWAY	67,599
URGEL'S AUTO COLLISION LTD	766,490	VINA INSURANCE SERVICES LTD	303,578
VAIRO'S COLLISION REPAIRS LTD	39,228	VINASAFE INSURANCE SERVICES LTD	610,734
VAISLER BARRY J DR INC	46,643	VIRK INSURANCE AGENCIES LIMITED	30,416
VALLANCE MAELOR DR INC	125,225	VIRTUSA CORPORATION	321,786
VALLEY AUTOHOUSE (1984) LTD	379,495	VISION AUTO GLASS	247,560
VALLEY COLLISION REPAIRS	43,791	VISION CRITICAL COMMUNICATIONS INC	111,762
VALLEY FIRST INSURANCE SERVICES LTD	2,378,030	VISIONQUEST MANAGEMENT INC	32,508
VALLEY GLASS KELOWNA LTD	40,149	VISIONS INSTALL (LANGLEY)	31,215
VALLEY GLASS WESTBANK LTD	211,143	VISIONS INSTALL (SURREY)	28,721
VALLEY PACIFIC INVESTIGATIONS LTD	47,020	VOCATIONAL PACIFIC LTD	424,721

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
VOLTECH ELECTRIC LTD	32,065	WEST COAST REPAIR & COLLISION SERVICE	327,187
VONDETTE MICHAEL J DR INC	36,677	WEST COAST TOYOTA	26,649
VOYAGER RV CENTRE	32,423	WEST END AUTO BODY LTD	1,982,193
W A (BILL) PAYMENT	29,973	WEST END PHYSIOTHERAPY CLINIC	31,773
WADDELL RAPONI	500,714	WEST PACIFIC CONSULTING GROUP	7,257,905
WADE JOHN P DR INC	116,687	WEST-PAC CONTRACTING LTD	42,302
WAGSTAFFE AUTOMOTIVE	327,489	WESTERN AUTO WRECKERS	81,820
WAHL A E DR	45,871	WESTERN BUS PARTS LTD	25,352
WALDALE	2,682,263	WESTERN CANADA CAR ACCIDENT REHAB LTD	40,050
WALIA INSURANCE AGENCIES LTD	557,899	WESTERN FINANCIAL GROUP (NETWORK) INC	11,568,263
WALKER'S REPAIR CENTRE LTD	27,288	WESTERN FORENSIC ENGINEERING LTD	30,934
WALLY'S AUTO BODY LTD	595,358	WESTERN MGMT CONSULTANTS	70,376
WALNUT GROVE COLLISION SERVICES LTD	1,102,795	WESTERN TRAILERS	58,810
WALNUT GROVE INSURANCE AGENCY LTD	257,758	WESTGATE RV CENTRE LTD	55,521
WARAWA TERRANCE C DR CHIROPRACTIC INC	29,900	WESTLAND INSURANCE GROUP LTD	9,863,295
WARD GROUP	63,328	WESTSHORE INSURANCE SERVICES	275,404
WARD WATKINS INSURANCE BROKERS (MPL RDG)	494,594	WESTSHORE TOWING LTD	69,806
WARD WATKINS INSURANCE BROKERS (SURREY)	279,627	WESTVIEW AGENCIES LTD	741,853
WARING ROSS	180,529	WESTVIEW INSURANCE SERVICES	227,174
WARRINGTON PCI MANAGEMENT	1,610,701	WESTWOOD HONDA	31,707
WASSERMAN & PARTNERS	8,491,819	WHEATON CHEVROLET BUICK CADILLAC GMC LTD	851,838
WASTE MANAGEMENT OF CANADA CORPORATION	101,124	WHEATON PONTIAC BUICK GMC (NANAIMO) LTD	1,221,250
WATKIN MOTORS	71,548	WHEELER-HOMEMAKER'S INSURANCE AGENCIES	87,570
WATTERSON JOHN R DR INC	40,412	WHISTLER GLASS LTD	74,908
WE CARE HOME HEALTH SERVICES	26,684	WHITE ROCK GLASS (2005) LTD	227,551
WE CARE HOME HEALTH SERVICES (ABBOTSFORD)	312,962	WHITE ROCK SOUTH SURREY TAXI LTD	85,964
WE CARE HOME HEALTH SERVICES (BURNABY)	60,172	WHITE STAG AUTO BODY LTD	419,858
WE CARE HOME HEALTH SERVICES (COURTENAY)	83,152	WHITELAW TWINING	1,455,906
WE CARE HOME HEALTH SERVICES (KEL-RICHTER)	106,461	WHITLOCK INSURANCE SERVICES LTD	179,177
WE CARE HOME HEALTH SERVICES (NANAIMO)	80,968	WHYTE BARRY DR CHIROPRACTIC INC	30,934
WE CARE HOME HEALTH SERVICES (NORTH VANC)	40,887	WHYTE INSURANCE SERVICES LTD	101,481
WE CARE HOME HEALTH SERVICES (PENTICTON)	166,466	WIGHTMAN & SMITH INSURANCE AGENCIES LTD	579,607
WE CARE HOME HEALTH SERVICES (PORT COQ)	185,290	WILFRED LEONG INSURANCE AGENCIES LTD	87,089
WE CARE HOME HEALTH SERVICES (PR GEORGE)	44,751	WILKINSON R V DR INC	27,894
WE CARE HOME HEALTH SERVICES (SURREY)	152,348	WILLE DODGE CHRYSLER LTD	1,019,312
WE CARE HOME HEALTH SERVICES (VANCOUVER)	253,479	WILLIAM PARTON AGENCIES LTD	87,138
WE CARE HOME HEALTH SERVICES (VERNON)	176,545	WILLIAMS ARTHUR D - PH.D, LLC	179,148
WE CARE HOME HEALTH SERVICES (VICTORIA)	330,160	WILLIAMS RECOGNITION LTD	197,518
WEBSTER HUDSON & COOMBE LLP	3,050,471	WILLIS CANADA INC	211,235
WEEKS INSURANCE & FINANCIAL SERVICES INC	158,903	WILLIS LOUIE LTD	28,537
WEISSACH PERFORMANCE LTD	57,861	WILLOW POINT COLLISION	391,894
WELL ON AUSTIN HEALTH GROUP INC (THE)	140,750	WILLOWBROOK COLLISION 2002 LTD	645,366
WELLS GRAY AUTOBODY & RESTORATION	43,490	WILLY'S COLLISION (2005) LTD	378,333
WENDY LINTOTT CONSULTING	73,327	WILSON CHRISTIAN	29,897
WERRY D & B DR INC	131,288	WILSON KING AND COMPANY	239,720
WESBILD HOLDINGS LTD	87,520	WILSON M BECK INSURANCE SERVICES (KEL)	146,814
WESGROUP INCOME PROPERTIES LP	314,872	WILSON M BECK INSURANCE SERVICES INC	315,041
WESGROUP PROPERTIES LTD PARTNERSHIP	1,094,969	WINFIELD HEAVY TRUCK & COLLISION REPAIRS	88,685
WEST CANADA INSURANCE SERVICES INC	347,648	WINGLEE AUTOMEDIC	39,079
WEST COAST ALIGNMENT & FRAME LTD	36,078	WISEMAN STEPHEN R DR INC	170,913
WEST COAST COLLISION	451,308	WIZARDS GLASS & UPHOLSTERY LTD	63,042
WEST COAST DETAIL & ACCESSORY	135,073	WM ANDERSON AGENCIES LTD	858,934
WEST COAST KINESIOLOGY SERVICES LTD	110,799	WM HOWARD INSURANCE AGENCIES LTD	90,963

Amounts paid to suppliers for goods and services for the year ended December 31, 2011

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
WONG DR & ASSOC PROFESSIONAL PSYCHOLOGY	43,874	852773 BC LTD DBA SUSSEX INSURANCE AGENCY	596,565
WONG PETER K DR	337,173	856028 BC LTD DBA SUSSEX INSURANCE AGENCY	490,246
WONG'S INSURANCE SERVICES LTD	601,850	863981 BC LTD DBA SUSSEX INSURANCE AGENCY	215,892
WOOD WHEATON CHEVROLET CADILLAC BUICK GMC	116,276	906873 BC LTD DBA SUSSEX INSURANCE AGENCY	195,853
WOOLFENDEN ANDREW R DR INC	196,874	913364 BC LTD DBA SUSSEX INSURANCE AGENCY	310,933
WORK IN PROGRESS REHABILITATION	142,224	913365 BC LTD DBA SUSSEX INSURANCE AGENCY	115,709
WORKERS' COMPENSATION BOARD OF BC	903,123	943450 BC LTD DBA SUSSEX INSURANCE AGENCY	70,221
WORKOPOLIS	50,624		
WORKPLACE RESOURCE	1,484,962		
WORLD INSURANCE SERVICES LTD	1,021,744		
WORLD.WIDE.WIEBE LAW	50,008		
WRIGHT FIX (THE)	33,333	TOTAL FOR OVER \$25,000	\$ 2,666,166,611
WRIGHT'S AUTO BODY	420,263		
WURZ STEPHEN	96,158	OTHERS UNDER \$25,000	\$ 61,717,846
X-TREME COLLISION & CUSTOM	35,228		
XTREME AUTOBODY & PAINT	255,904	GRAND TOTAL	<u>\$ 2,727,884,457</u>
YAU BONG AUTO GLASS LTD	33,682		
YEE INSURANCE SERVICES LTD	161,679		
YELLOW CAB COMPANY LTD	68,675		
YELLOWHEAD ROAD & BRIDGE (FORT GEORGE)	232,822		
YORKE ALAN J DR INC	37,137		
YOUNG NOBLE	133,773		
YOUR FAMILY FOOD MART LTD	168,821		
YSL KINESIOLOGY SERVICES	33,378		
YU WILLIAM DR INC	41,596		
YUMA REGIONAL MEDICAL CENTER	101,736		
ZIMMER WHEATON	1,213,289		
ZOFFMAN ELISABETH DR	86,632		
ZORKIN INSURANCE BROKERS INC	325,674		
100 MILE GLASS LTD	103,426		
171 ESPLANADE LEASEHOLDS LTD	134,931		
171 WEST ESPLANADE	349,199		
20/20 AUTO GLASS (ABBOTSFORD) LTD	418,629		
2000 AUTOMOTIVE COLLISION	994,702		
24 HOUR TOWING	63,953		
24 HR COLLISION CENTER INC	844,929		
245726 BC LTD DBA SUSSEX INSURANCE AGENCY	506,913		
297701 BC LTD DBA IBABC INSURANCE SERVICE	68,772		
466824 BC LTD DBA B & W INSURANCE AGENCY	1,122,835		
485975 BC LTD DBA SUSSEX INSURANCE AGENCY	518,632		
510586 BC LTD DBA SUSSEX INSURANCE AGENCY	660,904		
51561 BC LTD	67,718		
548981 BC LTD DBA JOHN FLEMING INSURANCE	154,869		
556774 BC LTD DBA SUSSEX INSURANCE AGENCY	501,164		
596961 BC LTD (TILLYARD MANAGEMENT INC)	2,396,083		
610728 BC LTD DBA SUSSEX INSURANCE AGENCY	649,750		
677891 BC LTD DBA SUSSEX INSURANCE AGENCY	528,428		
7 GN AUTOBODY LIMITED	68,112		
767147 BC LTD DBA ESSEX INSURANCE AGENCY	227,350		
804297 BC LTD	132,881		
824953 BC LTD	178,416		
846589 BC LTD DBA SUSSEX INSURANCE AGENCY	267,779		
851765 BC LTD DBA SUSSEX INSURANCE AGENCY	521,299		

