



building trust. driving confidence.

March 17, 2020

To our valued customers:

As always, the health and safety of our customers and our employees is a top priority for ICBC, and never more so than today as our communities come together to take necessary precautions to address an unprecedented pandemic.

We are following the best advice of health experts and have established a protocol with the provincial government to ensure health officials give us direct feedback to confirm we've done enough to optimize public safety. We are also working closely with other public-sector bodies who have customer-facing operations to ensure our responses are coordinated and consistent to protect the public.

At the same time, ICBC is committed to maintaining critical customer services, as we know you count on us for important things like renewing a driver's licence or buying insurance. This has meant adopting some new ways of working.

As the situation is rapidly evolving, like other businesses, we expect we will need to make significant changes in the coming days. We're updating our website with the [most up-to-date information](#) as soon as it becomes available, and we encourage customers to check this site regularly.

We regret any inconvenience some of these temporary measures may cause, and we want to thank our customers in advance for their patience as these are not "business-as-usual" times. Your understanding and support will enable us to get through this unprecedented situation together, with the best health and safety outcome for all.

A handwritten signature in black ink, appearing to read 'N. Jimenez', enclosed within a circular scribble.

Nicolas Jimenez
President and Chief Executive Officer