Letter from the Board Chair & CEO

Throughout 2025/26, everyone at ICBC demonstrated strong commitment in advancing our corporate priorities, including affordability, as outlined in the 2025 Mandate Letter from the then-Minister of Public Safety and Solicitor General.

Drivers across British Columbia continue to benefit from seven consecutive years without increases to Basic insurance rates. In addition, the introduction of an expanded mileage threshold offers greater flexibility, enabling many Optional insurance customers who drive less to access new discounts and enhanced affordability — while providing more choice for people across the province.

Customer service was also a significant focus in 2025/26. The My ICBC customer portal was launched, representing a major milestone for ICBC, and bringing together more than 20 online services for our customers through a convenient, centralized login.

The year focused on building the foundations to improve how we serve customers and support employees. Foundational work was done on customer data modernization, laying the groundwork for data-driven service delivery. As well, a multi-year strategic action plan advanced foundational work to set up community engagement in the near future, focused on building authentic working partnerships.

This 2025/26 Annual Service Plan Report marks the second year of ICBC's Moving Together 2031 corporate strategy, through which we remain focused on continuous improvement to better serve all who live in British Columbia.

ICBC continues to make meaningful progress in enhancing products and services, maintaining affordable rates, supporting safer and more sustainable mobility, and advancing Reconciliation with Indigenous Peoples.

Catherine Holt
Chair of the Board of Directors
July 27, 2026

Jason McDaniel
President and CEO
July 27, 2026