

## Letter from the Board Chair & CEO

On behalf of the Board of Directors and all ICBC employees, we are pleased to submit ICBC's Annual Service Plan Report for the fiscal year ending March 31, 2025.

We would like to begin by thanking David Wong for his contributions as CEO from May 2023 to May 2025. ICBC has transitioned to the leadership of Interim CEO Jason McDaniel, a longtime ICBC executive, and is well-positioned for continued success.

As British Columbia's public auto insurance provider, ICBC made life a little more affordable for B.C. drivers by again keeping the Basic insurance premium rate the same. Maintaining the rate until at least March 31, 2026, will mark six years with no increase. Additionally, we provided a \$110 rebate to 3.6 million customers, our fifth rebate over five years.

This year we continued our focus on customers as we began to implement our customer experience strategy, laying the foundation to support this work in the coming years. In our Driver Licensing Offices (DLOs), we made changes including opening a brand new DLO in West Kelowna to better serve our Okanagan customers.

We've been streamlining processes in all areas of our business. Critically, we improved the design and delivery of Enhanced Care to ensure the sustainability of the care-based model with a focus on the customer recovery journey and experience.

We are focused on advancing Reconciliation with Indigenous Peoples in British Columbia and created ICBC's first [Reconciliation Action Plan](#) that identifies 18 concrete and measurable commitments to help us create meaningful and lasting change.

To help with affordability and incentivise driving less, we continued work on rolling out lower kilometre discounts, giving customers more control over their premiums.

The important work done to ensure a diverse, equitable, and inclusive workplace made significant progress this year, including hiring more Indigenous People, planning work to help recruitment and retention initiatives, increasing representation of people with disabilities, and increasing leader awareness through diversity, equity, and inclusion (DEI) training. ICBC was again named one of British Columbia's top employers.

ICBC worked closely with our government partners in 2024/25, and we will continue to do so to meet all mandate letter priorities.



Catherine Holt  
Chair of the Board of Directors  
August 12, 2025



Jason McDaniel  
Interim President and CEO  
August 12, 2025