

ICBC autoplan insurance

your guide to insuring, registering
and licensing your vehicle



Table of contents

Table of contents	2	Licence plates.....	22
Introduction	3	Renewing your insurance	23
Part 1—Basic insurance	3	Bringing a vehicle to B.C.—inspections	23
Third Party Liability	4	Payment options.....	24
Accident Benefits	4	Changing your address	24
Underinsured Motorist Protection	6	Changing your insurance.....	24
Protection against hit-and-run and uninsured motorists	8	Cancelling your insurance	24
Inverse Liability coverage	8	Part 7—How ICBC sets your autoplan premium.....	25
Part 2—Optional autoplan insurance	9	Part 8—Discounts and savings	26
Protection for your vehicle	9	Discounts for new residents	26
Collision.....	9	Crash history, claim forgiveness, claim repayment	26
Comprehensive	9	Anti-theft device discount	27
Specified Perils	9	Low kilometre discount	27
Choosing a deductible	9	Advanced safety technology	27
Motor home contents.....	10	Disability discount	27
Qualifying for coverage.....	10	Savings for seniors.....	28
Vehicle equipment.....	10	Unlisted Driver Protection	28
Loss of Use	11	Part 9—Determining premiums and payouts under collision, comprehensive and specified perils coverages.....	28
Part 3—New vehicle protection	11	Part 10—Buying or selling a vehicle.....	29
New Vehicle Replacement Plus	11	Part 11—Driver premiums.....	30
Replacement Cost	13	Part 12—ICBC’s fairness process.....	31
Limited Depreciation	13	Part 13—Fighting fraud	32
Part 4—RoadStar and Roadside Plus Packages.....	15	Part 14—Information and privacy	32
RoadStar Package	15	Part 15—What to do after a crash	32
Roadside Plus	16	Step one	32
Part 5—Additional Products	19	Step two	32
Non-owned Underinsured Motorist Protection Policy....	19	Step three.....	32
Rental Vehicle Policy.....	19	Step four.....	32
Storage Policy	21	Step five	32
Part 6—Getting on the road—things you need to know to get your vehicle licensed and insured.....	21	Crash scene details.....	33
Operating a vehicle in B.C.	21	Is there a time limit on lawsuits?.....	34
Licensing and insuring your vehicle.....	21	Part 16—More information	34
Leased vehicles	21		
If you have a crash	21		

Introduction

Since 1974, ICBC has been providing Basic insurance coverage for all vehicles licensed and insured in the province of B.C.

ICBC is the sole provider of Basic insurance and must provide coverage to all vehicle owners who license and insure their vehicles in B.C. This system protects you because all B.C. motorists must carry at least a minimum amount of insurance.

Basic insurance protects you and pays for your injury-related medical and rehabilitation expenses in the event of a crash, no matter who is at fault. Basic insurance also provides you with \$200,000 worth of Third Party Liability coverage in case you are found at fault for a crash and are responsible for causing injury or damage to someone else's property. Many people choose to increase their limit of Third Party Liability coverage to \$1 million or more in case the \$200,000 limit under their Basic insurance is not enough.

Optional Autoplan insurance is additional coverage that you can choose to buy if you wish. The most common Optional Autoplan coverages are Extended Third Party Liability, Collision, and Comprehensive.

Extended Third Party Liability gives you additional protection over and above the Basic Third Party Liability if you are sued or found responsible for injuries to others or damage to property of others as a result of a motor vehicle crash. Collision insurance pays to repair or replace your vehicle if it is damaged and you are found to be at fault. Comprehensive insurance covers loss or damage to your vehicle by any cause except loss or damage covered by Collision insurance. This includes coverage for loss or damage caused by fire, theft, vandalism, and windshield damage, to name a few.

This booklet will give you a general understanding of the protection provided by Basic and Optional Autoplan insurance, as well as provide general information on registering, licensing and insuring your vehicle.

Part 1 — Basic insurance

Generally, Basic insurance protects you when you're involved in a motor vehicle crash.

Basic insurance includes five main types of coverage:

- Third Party Liability coverage
- Accident Benefits
- Underinsured Motorist Protection
- Hit-and-Run and Uninsured Motorist coverage
- Inverse Liability coverage

Basic insurance pays damages up to your policy limit if you are found legally liable for a crash. It provides financial assistance towards your wage loss and helps pay for your medical or rehabilitation costs for personal injuries. If there are fatalities resulting from a motor vehicle crash, your Basic insurance will also pay funeral expenses up to \$7,500 and death benefits to the spouse and dependants. It also provides additional coverage in situations where you, members of your household, or other occupants of your vehicle are injured in an accident where the at-fault motorist lacked sufficient coverage to pay damages awarded in a claim.

Basic insurance fine print

Basic insurance coverage applies only in Canada and the United States (including Hawaii and Alaska). Your coverage does not extend to Mexico or any other country. Some individual coverages have specific geographic restrictions; read the detailed descriptions in this brochure for more information.

You may not be covered if:

- Your vehicle was improperly rated—for example, rated for pleasure use but used for a higher premium rate such as to and from work.
- The crash resulted from avoiding the police or using a vehicle for any illicit or illegal purpose.
- You were driving without a valid driver's licence or when your licence was suspended.
- Your vehicle was driven by someone else without a valid driver's licence or when their licence was suspended.
- You are found impaired by alcohol, drugs or other intoxicating substance at the time of the crash.

- You present a fraudulent or exaggerated claim.
- The vehicle was deliberately used to cause loss or damage.
- Your claim results from acts of war, rebellion, insurrection or a nuclear energy hazard.

Third Party Liability

A crash can cause injuries to someone or damage their property or vehicle. If you're at fault, the other person could recover their losses by making a claim against you and your insurance policy.

Basic insurance provides you with \$200,000 worth of Third Party Liability coverage. Buses, taxis, limousines, heavy commercial vehicles (over 5,000 kg GVW) and commercial trailers must carry \$1 million in coverage and \$2 million if dangerous goods are carried.

Extending your Third Party Liability

Many motorists increase their Basic Third Party Liability coverage to \$1 million or more because if you are found at fault for a serious crash causing injury or damage, the courts can order you to pay damages well above \$200,000.

If you choose not to purchase additional liability coverage above the \$200,000 provided by Basic insurance and you are found liable for a claim, you will be responsible for paying the portion of the claim exceeding \$200,000, as well as interest and legal costs assessed against that portion. If you have a crash that causes both property damage and bodily injury or death, claims for bodily injury or death have priority on the first 90 per cent of your liability coverage. Claims for property damage have priority on the 10 per cent balance. This also applies to Extended Third Party Liability coverage.

Third Party Liability coverage restrictions

Third Party Liability coverage does not apply in the following situations:

- Loss or damage to property (yours or anyone else's) carried in your vehicle.
- Loss or damage to property you own or rent (for example, your house).
- Assessments, penalties or premiums payable under the Workers Compensation Act.
- Towing an unlicensed trailer that is required to be licensed.
- Operation of attached equipment at a work site (for example, a crane attached to a truck).

Accident Benefits

Accident Benefits help you with medical costs and wage loss if you are injured in a motor vehicle crash, regardless of who is at fault. ICBC pays accident benefits to all occupants of a vehicle licensed and insured in B.C. Accident benefits also apply if the person named on an owner's certificate, or a member of their household, is hit by a vehicle while a pedestrian or cyclist. In addition, any cyclist or pedestrian hit in Canada by a vehicle licensed and insured in B.C. is covered under Accident Benefits.

Medical and rehabilitation expenses

Accident Benefits provide reimbursement for reasonable and necessary expenses for medical and rehabilitation services to a limit of \$300,000 for each insured person injured. This may include medical, dental, hospital, ambulance, chiropractic or physiotherapy treatments, occupational therapy, speech therapy, prosthetics, medication, medical supplies or equipment, and attendant care.

Accident Benefits do not cover expenses that may be claimed under other insurance policies, medical or hospital plans. Some expenses need prior confirmation before we reimburse you.

Wage loss benefits

Wage loss benefits are available to an employed person who is unable to work because of a total disability caused by a motor vehicle crash. An employed person is defined as someone who had a job on the date of the crash, or someone who didn't have a job on the date of the crash but who worked at least six of the 12 months preceding the disabling motor vehicle crash.

The amount paid under Accident Benefits is based on 75 per cent of the injured person's average gross weekly earnings minus the weekly total of wage loss payments from other disability benefits, or \$740 per week, whichever is less. No benefits are payable for the first seven days of total disability.

Example of wage loss benefits under Basic Accident Benefits:

Your average gross weekly income is.....	\$1000
Your total weekly wage loss payments from other disability benefits are.....	\$500
75 per cent of average gross weekly income.....	75% of \$1000 = \$750
Less the weekly wage loss payments from other disability benefits.....	\$500
Weekly wage loss benefits payable under Basic Accident Benefits	\$250

Employment Insurance and wage loss benefits under Basic Accident Benefits

An employed person may be eligible for up to 15 weeks of Employment Insurance (EI) sickness benefits when disabled by a motor vehicle crash. Anyone claiming wage loss benefits under Basic Accident Benefits should apply for EI benefits immediately. There is a one-week waiting period for EI benefits, during which wage loss benefits under Basic Accident Benefits can begin on the eighth day and cover the second week. Once EI sickness benefits begin, the EI amount will be deducted from any Accident Benefits entitlement.

Homemaker benefits

A homemaker who is substantially disabled in a motor vehicle crash and unable to perform most of their household tasks is eligible for benefits of up to \$280 a week to hire a person to perform household tasks on the injured homemaker's behalf. No benefits are payable when a family member performs the household tasks on the homemaker's behalf and no benefits are payable for the first seven days of disability.

Duration of wage loss and homemaker benefits

Benefits are available only to people whose injuries have rendered them totally disabled for eight days or more. Eligibility begins on the eighth day of disability.

Benefits are available for the duration of the disability, or until the disabled person reaches age 65, whichever comes first. However, after the first 104 weeks of payment, benefits are reduced by any benefits received from the Canada or Quebec Pension Plans.

If the disabled person was employed or a homemaker at the time of the motor vehicle crash and turns 65 after the crash, they are also entitled to benefits for 104 weeks if the disability continues during that time. No benefits are payable beyond 104 weeks.

If the disabled person is over 65 and employed or a homemaker at the time of the disabling motor vehicle crash, they are entitled to benefits for 104 weeks, if the disability continues during that time. No benefits are payable beyond 104 weeks.

Accident benefits coverage restrictions

There are some situations in which Accident Benefits may not be provided. Coverage may not apply to the injury or death of a person:

- Who commits or attempts to commit suicide.
- Who is an occupant of a vehicle exempt from Basic insurance, such as vehicles owned, leased or operated by the Government of Canada.
- Whose injury or death is caused by sickness or disease.
- Whose injury or death results from an attempt to avoid police action.
- Whose injury or death results from participation in a race or speed test.
- Whose injury or death results from the use of any weapon or an object used as a weapon.
- Who is an occupant of a vehicle involved in an illicit trade or transport.
- Who is a driver not authorized or qualified to operate the vehicle.

Funeral expenses

If an insured person is killed in a motor vehicle crash, burial and funeral expenses will be reimbursed to a maximum of \$7,500.

Death benefits

Death benefits are payable to the deceased's spouse and/or dependants. Benefit levels vary according to the position the deceased held in the household, (for example, if the deceased provided the primary source of income, the death benefit will be higher) as well as the number of surviving dependants. Refer to the chart on page 6 for benefit levels.

Deceased survived by spouse and/or dependent

If the deceased is survived by...	Then the lump sum payment is...
<ul style="list-style-type: none"> a spouse, and no dependents. 	\$30,000 to the spouse.
<ul style="list-style-type: none"> a spouse, and one or more dependents. 	<ul style="list-style-type: none"> \$30,000 to the spouse, and \$6,000 to each dependent.
<ul style="list-style-type: none"> more than one spouse, and no dependents. 	<ul style="list-style-type: none"> \$30,000 divided equally among the spouses, and each spouse receives an additional \$6,000.
<ul style="list-style-type: none"> more than one spouse, and one or more dependents. 	<ul style="list-style-type: none"> \$30,000 divided equally among the spouses each spouse receives an additional \$6,000, and \$6,000 to each dependent.
<ul style="list-style-type: none"> no spouse, and one dependent. 	\$30,000 to the dependent.
<ul style="list-style-type: none"> no spouse, and more than one dependent. 	<ul style="list-style-type: none"> \$30,000 divided equally among the dependents, and each dependent receives an additional \$6,000.

Deceased is dependent child or dependent parent

If the deceased is...	Then the lump sum payment is...
<ul style="list-style-type: none"> deceased dependent child, and survived by one parent. 	\$3,000 to the parent.
<ul style="list-style-type: none"> deceased dependent child, and survived by more than one parent. 	\$3,000 divided equally among the parents.
<ul style="list-style-type: none"> deceased dependent parent, and survived by a child who: <ul style="list-style-type: none"> resided with the deceased, and was responsible for most of the deceased's financial support. 	<ul style="list-style-type: none"> \$3,000 to the child.

Underinsured Motorist Protection

Underinsured Motorist Protection provides you with up to \$1 million in coverage if you are injured or killed in a crash with an underinsured vehicle and you are not at fault for the crash. Underinsured Motorist Protection ensures you receive compensation that you are legally entitled to, where the at-fault motorist is unable to pay the full amount of damages recoverable by you.

For example, if the at-fault motorist only carries \$200,000 Third Party Liability coverage, but damages for injuries suffered by you and your passengers exceed that amount, Underinsured Motorist Protection will cover the excess amount to a maximum of \$1 million per person.

Underinsured Motorist Protection covers the following people:

- The individual named in an owner's certificate, as the owner of a B.C. licensed and insured vehicle, if that individual is injured or killed in a crash:
 - while driving or while a passenger in the insured vehicle.

- while driving or while a passenger in someone else's vehicle.
 - while a pedestrian or cyclist.
- The assigned corporate driver of a B.C. licensed and insured vehicle, if that individual is injured or killed in a crash:
 - while driving or while a passenger in the insured vehicle.
 - while driving or while a passenger in someone else's vehicle.
 - while a pedestrian or cyclist.

An "assigned corporate driver" is defined as a person assigned by the owner or lessee named in an owner's certificate to be the principal driver of a vehicle described in the owner's certificate if:

- the owner or lessee is not an individual, and
- the assigned vehicle is a taxable benefit to the assigned person under the Income Tax Act (Canada).

3. The household members of an individual named in an owner's certificate as the owner of a B.C. licensed and insured vehicle and the household members of the assigned corporate driver of a B.C. licensed and insured vehicle, if they are injured or killed in a crash:
 - while they are driving or are passengers in the insured vehicle.
 - while they are driving or are passengers in someone else's vehicle.
 - while a pedestrian or cyclist.
4. Any other person who is driving or is a passenger in a B.C. licensed and insured vehicle, whether the vehicle is owned by an individual or a company.
5. Individuals named as lessees on the owner's certificates of leased vehicles. Lessees and members of their households have the same coverage as individual vehicle owners and their household members.
6. Persons who hold a valid B.C. driver's licence and their household members, if they are injured or killed in a crash:
 - while driving or while a passenger in any vehicle.
 - while a pedestrian or cyclist.

However, this form of Underinsured Motorist Protection coverage from a B.C. driver's licence only applies if the B.C. driver's licence is valid at the time of the crash, not under suspension and has no monies owing for driver penalty point premiums (see Part 11) or multiple crash premiums (see Part 12).

Vehicles not eligible for Underinsured Motorist Protection

Underinsured Motorist Protection is not included under the Basic insurance coverage for vehicles used as buses, limousines or taxis. However, you still have UMP if you are injured or killed in a crash involving a bus, taxi or limousine, provided you otherwise have coverage as described above. This coverage applies whether you are a passenger, pedestrian or cyclist.

Underinsured Motorist Protection for people without a vehicle

A Non-owned Underinsured Motorist Protection policy can be purchased if you do not own or lease a vehicle, and do not have coverage under another household member's owner's certificate. This special policy provides Underinsured Motorist Protection to you and other household members who do not license and insure a vehicle with Basic UMP. See your Autoplan broker for details.

Coverage in different jurisdictions

Underinsured Motorist Protection applies throughout Canada and the United States, but even within these borders the laws of different jurisdictions affect coverage.

When a crash involving an Underinsured Motorist Protection claim occurs in another jurisdiction, the law of the place where the crash occurred applies. This determines whether you are legally entitled to recover damages and to what extent. In addition, B.C. law applies in determining the damages you may recover and in assessing the amount payable to you.

Please note: A condition of Underinsured Motorist Protection coverage requires that you must first consult with and obtain written agreement from ICBC before agreeing to a settlement with an underinsured motorist in another jurisdiction.

Amounts payable in a claim

In the event of a claim, the total amount that you (or those insured under your policy) will receive, including pre-judgment interest, post-judgment interest and costs awarded by a court or an arbitrator, will be the lesser of:

- a) The total amount of damages awarded to you as a result of the crash.
- b) Any amount assessed under arbitration.
- c) \$1 million.

In calculating the amount payable, the amount you receive will be reduced by any amount:

- a) Payable by ICBC as a result of a hit-and-run crash or where the at-fault vehicle is not insured, or recoverable from a fund which provides similar coverage in the jurisdiction where the crash occurred.
- b) Payable because the crash is a hit-and-run or the at-fault vehicle is not insured and the crash occurred in Nunavut, the Yukon, the Northwest Territories or the United States.
- c) Payable by ICBC as accident benefits or payable under another vehicle insurance plan providing similar benefits.
- d) Payable from a cash deposit or bond given by the owner of the at-fault vehicle in place of proof of financial responsibility.
- e) You are entitled to under the Workers Compensation Act, or under a similar law of the jurisdiction where the crash occurred and to which you are entitled (some qualifications apply).
- f) You are entitled to under the Employment Insurance Act or the Canada Pension Plan as a direct result of the crash.

- g) Payable to you under any certificate, policy or plan of insurance providing Third Party Liability indemnity to the underinsured motorist.
- h) Payable to you under vehicle insurance, wherever issued, providing underinsured motorist protection for the same crash, and for which Underinsured Motorist Protection is provided under our B.C. regulations.
- i) Payable to you under any benefit or right or claim to indemnity.
- j) Paid directly by the underinsured motorist as damages.
- k) Payable by any other person who is legally liable for your damage.

Situations in which Underinsured Motorist Protection will not apply

ICBC will not pay for bodily injury or death under Underinsured Motorist Protection if:

- You are an occupant of an unlicensed vehicle unless you have reasonable grounds to believe the vehicle is licensed.
- You are operating a vehicle without the consent of the vehicle's owner and without reasonable grounds to believe that you have the owner's consent.
- You are the occupant of a vehicle exempt from Basic insurance, such as vehicles owned, leased or operated by the Government of Canada.
- The crash occurs in a jurisdiction where the law does not permit you to sue and recover damages for injury or death caused by a motor vehicle crash.
- You or your personal representative, without ICBC's written agreement, settle with or take legal action against a person or organization that may be liable to you for injury or death.

Increasing your Underinsured Motorist Protection

You can increase your Underinsured Motorist Protection coverage by purchasing an additional coverage on your owner's certificate through Extension Underinsured Motorist Protection. See your Autoplan broker for details.

Protection against hit-and-run and uninsured motorists

Under B.C.'s Insurance (Vehicle) Act, automatic coverage up to a maximum of \$200,000 is available to B.C. residents whose property is damaged by, or who are injured or killed in a crash caused by, an uninsured or hit-and-run driver on a highway in B.C. This benefit is separate from the coverage afforded by your Basic compulsory insurance and is available to all B.C. residents, even if they don't own and insure a vehicle.

Claims for property damage are subject to a \$750 deductible. If the insured has ICBC collision coverage with a deductible that is lower than \$750, then the applicable deductible is the lower deductible that the insured has purchased.

Some Canadian provinces have special funds set up to pay for uninsured or unidentified motorist bodily injury claims. Some funds cover injury only while others may also pay for property damage subject to a deductible.

However, since Nunavut, the Yukon, the Northwest Territories and most U.S. States do not have such funds, your Basic insurance also covers you if you are injured or killed in a crash on a highway in any of these jurisdictions if the crash is caused by a hit-and-run driver or one who is uninsured. The coverage is limited to the equivalent of whatever compulsory Third Party Liability limit applies in the jurisdiction where the crash occurred, or \$200,000, whichever is less. This coverage does not include damage to your vehicle.

Inverse Liability coverage

This part of your Basic insurance covers you, to the extent that you are not at fault, for loss or damage to your vehicle if the crash occurs in, or the at-fault driver comes from, certain parts of Canada or the United States where the right to recover losses is legally prohibited.

If you are involved in a crash under these circumstances, your Basic insurance will pay the cost of repairs to your vehicle to the extent that the other driver is liable. This applies even when you do not carry collision coverage. If you have collision coverage from ICBC or a private insurer, your Basic insurance will pay the portion of your deductible for which the other driver is liable.

Part 2—Optional autoplan insurance

Protection for your vehicle

This section discusses insurance that pays to repair your vehicle, or provides a settlement if your car is a total loss, as a result of a crash, theft or other mishap. In the insurance industry, loss of, or damage to, your vehicle is known as “own damage” and obtaining insurance to cover it is optional. Take note, however, that in an average year, B.C. motorists are involved in more than 675 motor vehicle crashes each day. An average of 50 vehicles are reported stolen in B.C. each day, so it is worth purchasing own damage insurance to protect your investment in your vehicle.

Please note: Insured amphibious vehicles are covered only when operated on land, and are not covered when they are being operated in water.

Collision

Collision insurance pays to repair or replace your vehicle if it is damaged as a result of upset or a collision with another vehicle, a person, or an object, including the ground or highway, or impact with an object on or in the ground.

Comprehensive

Comprehensive insurance covers loss or damage to your vehicle by any cause except loss or damage covered by Collision insurance. Comprehensive includes, but is not limited to, coverage for loss or damage caused by: fire, lightning, theft (except by an employee or member of your household), vandalism, malicious mischief, windstorm, earthquake, hail, impact with animals, missiles, falling or flying objects, riot, civil commotion, rising water or the stranding, sinking, burning, derailment, or collision of a conveyance transporting the vehicle on land or water.

Claims made under your Comprehensive coverage do not affect your ICBC discount level.

Autoplan Collision and Comprehensive insurance do not cover loss or damage to:

- Contents of any vehicle other than some contents of a motor home.
- Tires, unless the damage is caused by fire, theft, malicious mischief or in relation to other loss or damage where coverage is provided.

- Any part of the vehicle as a result of mechanical fracture, failure or breakdown, rust, corrosion, wear and tear, freezing or explosion within the combustion chamber—unless caused by fire, theft, malicious mischief or as part of other covered loss or damage.

Specified Perils

This form of insurance provides specific coverage only against fire, lightning, theft (except by an employee or member of your household), windstorm, earthquake, hail, explosion, riot, civil commotion, falling or forced landing of an aircraft or portion of it, rising water or the stranding, sinking, burning, derailment, or collision of a conveyance transporting the vehicle on land or water. Losses that are not covered include vandalism, malicious mischief, damage to windshields, or impact with animals.

All coverages provided by Specified Perils are also included under Comprehensive coverage. Customers wishing this type of protection should choose one or the other, not both.

Claims made against Specified Perils coverage will not affect your ICBC discount level.

Loss of Use due to theft

Autoplan Comprehensive and Specified Perils insurance include Loss of Use coverage only if your vehicle is stolen (as long as your vehicle is not a taxi, u-drive or a vehicle used as a limousine for hire).

Coverage begins 72 hours after the theft is reported to police, and ends on the earlier of: repairs being made to a recovered vehicle; ICBC settling or offering to settle the claim; or reaching the limit of the coverage, which is up to \$40 per day to a maximum of \$800. Your adjuster will tell you how to proceed if you have a claim.

Choosing a deductible

When you buy Collision and/or Comprehensive insurance, you have to choose a deductible. The deductible is the amount you must pay before your insurance kicks in to pay for the remainder of the repairs. Deductibles for Collision and Comprehensive insurance range from \$300 to \$2,500, although deductibles of \$5,000, \$10,000 and \$15,000 are available for certain high-value vehicles. The higher the deductible you choose, the lower the cost of your insurance premium. Windshield damage claims caused by missiles or flying

objects are subject to a deductible of \$200 if your Comprehensive deductible is \$300. Specified Perils coverage is always purchased with a \$300 deductible. Deductibles for some vehicles may be restricted or not available. See your Autoplan broker for more information.

When you select a deductible, ask yourself how much you can afford to pay if you have a claim, then balance this against the total cost of your insurance. For example, a policy with a \$500 deductible will cost less than a policy with a \$300 deductible. But if you have a claim, will you be able to pay \$500 to have the repairs done?

Motor home contents

Motor home owners may purchase Collision, Comprehensive and Specified Perils coverage for their motor homes, their equipment and up to \$2,000 worth of contents. The contents value is not a part of the declared value of the vehicle. (Contents are covered on a replacement cost basis.) Certain exclusions apply. For more information on what motor home equipment is covered, see Vehicle equipment (below). For information about contents coverage, see your Autoplan broker.

Qualifying for coverage

Depending on your claims history, you may not be able to buy Collision and/or Comprehensive insurance with a low deductible. Motorists with an extensive history of at-fault crashes or who have been convicted of a motor vehicle-related crime relating to an ICBC claim may not be permitted to purchase any own damage coverages at all.

Vehicle equipment

Categories of vehicles

Coverage for equipment of a vehicle differs depending on which of two categories your vehicle falls under: rate group vehicle or declared value vehicle.

Rate group vehicles include most private passenger and light commercial vehicles.

Declared value vehicles are vehicles other than most private passenger or light commercial vehicles. This group includes motorcycles, snowmobiles, golf carts, trailers, industrial machines, vehicles with a GVW over 5,000 kg, motor homes, modified and modified collector vehicles, leisure vans, limousines, replicars, replikits, specialty cars, ubilts and modified commercial vehicles.

Equipment of declared value vehicles is covered only if the value of the equipment is included in the declared value of the vehicle.

Equipment coverage for all vehicles

For both rate group vehicles and declared value vehicles, Autoplan's Collision, Comprehensive and Specified Perils coverages provide coverage for:

- equipment supplied by or available from the vehicle manufacturer,
- protective treatment,
- child safety harnesses and restraints, but only while in the motor vehicle,
- except for commercial vehicles over 5,000 kg GVW, a maximum of four snow tires and wheels or summer alternatives for snow tires, limited to tires and wheels of the size specified by the manufacturer of the motor vehicle, and a maximum of four snow chains, irrespective of the number of drive wheels of the motor vehicle,
- one safety kit, to a maximum value of \$250,
- one wheel wrench,
- sufficient seat covers, including comfort seats, for the number of seats,
- one tire cover,
- one car jack,
- one vehicle security alarm system,
- one detachable hard or soft top,
- sufficient floor mats for the motor vehicle, and
- for a motor vehicle, one non-permanently attached carrying rack, to a maximum value of \$1,000.

Additional coverage for rate group vehicles

The following equipment is covered for rate group vehicles:

- any equipment permanently attached to a motor vehicle that is required to make the vehicle wheelchair accessible,
- sound and communication equipment that is permanently attached equipment or attached by a shuttle mount, to a maximum aggregate value of \$1,000,
- paint finish applied by the manufacturer or another similar paint finish, including pinstriping, lettering, or sign painting, and
- any other permanently attached equipment, including a custom paint finish, to a maximum aggregate value of \$5,000.

Additional coverage for declared value vehicles

The following equipment is covered for declared value vehicles:

- permanently attached equipment,
- all paint finish, including custom paint finish,
- sound and communication equipment attached to a motor vehicle by a shuttle mount,
- fixtures and fittings not permanently attached that form part of the equipment of a motor home or of a travel trailer rated in vehicle rate class 550,
- television sets and video players that are permanently attached to a motor home, leisure van, limousine, or to a travel trailer rated in vehicle rate class 550, and are designed to be removable from the vehicle for operation in another location,
- with respect to a collision claim for a motorcycle, helmets designated as approved motorcycle safety helmets under the Motor Vehicle Act regulations (limited to the replacement cost of not more than two such helmets to a limit of \$300 per helmet), and
- one spare tire and wheel.

Equipment not covered

The above coverages do not include:

- any device intended to circumvent law enforcement, including a radar detector, laser jammer or laser detector,
- sound and communication equipment that is designed to be removable from the vehicle for operation in another location,
- a track conversion system that replaces one or more sets of tires or wheels required by the original design of a vehicle for its operation, or
- a camper.

Other conditions

No coverage is provided for theft of shuttle mounted sound and communication equipment unless damage is caused to the vehicle or the building from which the equipment is taken by forcible entry into that vehicle or building.

To make a claim, you must produce proof of the existence and value of the non-manufacturer's equipment. Receipts for the equipment should be kept together with a note of the year, make, model and serial number. Photos may also be useful.

Loss of Use

If you have Autoplan Collision, Comprehensive or Specified Perils insurance, you can buy Loss of Use coverage to pay for the cost of substitute transportation while your vehicle is being repaired as the result of an insurable claim. This includes a replacement vehicle but will be limited to one that is of a make and model specified by ICBC and similar in size to what you own. Limousines used for hire, taxis and u-drives are not eligible for this coverage. Except in cases where a vehicle is stolen, loss of use coverage applies only when ICBC pays a claim under your own damage coverage. If your claim is below your deductible or if you choose not to make a claim, you cannot make a claim for loss of use. A version of the Loss of Use coverage is also available as part of the RoadStar Package or as part of Roadside Plus. Ask your Autoplan broker for details.

Please note: If you want coverage for substitute transportation when you are at fault for a crash or have a Comprehensive or Specified Perils claim, you must buy loss of use coverage of one kind or another. Otherwise you may not be entitled to or reimbursed for the cost of substitute transportation while your vehicle is being repaired.

Part 3—New vehicle protection

You've invested a lot in your new vehicle. It's your pride and joy. But depreciation can soon reduce its value by 20 per cent or more. At the same time, inflation can increase the cost of a new replacement vehicle.

ICBC offers a range of insurance coverages to provide additional protection for your new vehicle. Whether it's a brand new sports car, a pre-loved sedan or anything in between, you'll find the coverage that's right for you.

New Vehicle Replacement Plus

New Vehicle Replacement Plus coverage is an option if you are the owner of a new vehicle in model year one or

two and purchase ICBC New Vehicle Replacement Plus coverage for that vehicle on an annual basis, even if you are not the first owner of the vehicle.

New Vehicle Replacement Plus coverage is available when collision and comprehensive or specified perils coverage is purchased and your vehicle is not more than two model years old. For example, for the calendar year 2019 the following model years are eligible: 2020 or 2019 (first model year), and 2018 (second model year).

Please note: Coverage is limited to certain types of vehicles and rate classes (rate class represents what the vehicle is used for)—Only available for private

passenger and commercial vehicles with a GVW of 5,500 kg or less that are not in rate groups 27 and 98 and are used for pleasure, driving to and from school or work, business, artisan, farm or fisher use.

New Vehicle Replacement Plus coverage is not available for vehicles insured on a Temporary Operation Permit or a Storage Policy.

Coverage is void if you are not a resident of B.C.

New Vehicle Replacement Plus coverage protects you against depreciation and the effects of inflation, giving you a new vehicle to replace your old one, or the cash equivalent.

New Vehicle Replacement Plus coverage increases the amount payable to you under your Autoplan Collision, Comprehensive or Specified Perils insurance and provides you with superior financial protection in the event of a claim for damage to your vehicle.

Without New Vehicle Replacement Plus coverage, payment of any claim for damage to your vehicle is based on the standard cost of repairs. If the car is a total loss, payment is based on the actual cash value of the vehicle at the time of the crash, including depreciation. Vehicles depreciate quickly in the first few years and as a result, payment of a claim for your newer vehicle, if it is written off, may be lower than you expect.

New Vehicle Replacement Plus coverage in a write-off

If a crash or mishap damages your car beyond repair, the vehicle is considered a total loss. If your vehicle is a total loss, your applicable deductible will be reimbursed.

With New Vehicle Replacement Plus coverage, ICBC will replace your vehicle with the most current model of the same vehicle with similar equipment and options, if the replacement vehicle can be delivered within 30 days from the date that ICBC determines your vehicle to be a total loss. For example, if your 2018 vehicle is totalled in 2019, we will replace it with a 2019 model of the same vehicle.

Alternatives to replacement

If a replacement vehicle cannot be obtained within 30 days of the date ICBC determines your vehicle to be a total loss and you purchased your vehicle new, you will receive a cash payment equivalent to the purchase price of your vehicle or the manufacturer's suggested retail price at the time you bought your vehicle, whichever is less, plus an additional markup for inflation of:

- 2.5% for vehicles in their first model year.
- 5% for vehicles in their second model year.

If a replacement vehicle is available but you prefer a different one, ICBC will pay you not more than the actual cost of a replacement vehicle that can be found. Then you can use the money to buy the vehicle you prefer. The amount ICBC gives you, however, will not be more than the actual cost of a replacement vehicle that can be found.

If you purchased a used vehicle and a replacement vehicle cannot be obtained within 30 days of the date it is determined to be a total loss, you will receive the manufacturer's suggested retail price for the vehicle at the time it was manufactured plus the markup of either 2.5% or 5% for inflation.

Any prior unrepaired damage on your vehicle will be deducted from the settlement of a total loss. Since extended warranties are not part of the vehicle, they are not considered in settlement of a total loss and are not part of the New Vehicle Replacement Plus coverage.

New Vehicle Replacement Plus coverage if the vehicle can be repaired

New Vehicle Replacement Plus coverage provides extra protection to customers whose new vehicles are substantially damaged by an insured peril, but are not damaged beyond repair. This coverage triggers a total loss settlement where the substantial damage might otherwise have been repaired.

With valid New Vehicle Replacement Plus coverage, ICBC will authorize the repairer to use new, original manufacturer's parts when your vehicle can be repaired and parts are needed. If such parts are not available, you will get new parts of like kind and quality as those used or recommended by the manufacturer. You will not have to pay anything in the way of depreciation for replacement of worn or used parts damaged in the accident. ICBC reserves the right to determine whether it will repair or replace a part or parts of a vehicle or its equipment.

Equipment added after purchasing New Vehicle Replacement Plus coverage

New Vehicle Replacement Plus coverage extends to all additional equipment covered under your regular Collision, Comprehensive or Specified Perils insurance. Any device intended to circumvent law enforcement tools will not be covered. If the value of any non-manufacturer's equipment exceeds \$1,000 for sound and communication equipment, or \$5,000 for other equipment, the additional amount will have to be insured through Extra Equipment coverage for you to recover the full amount of the loss.

New Vehicle Replacement Plus coverage for a leased vehicle

You can also buy New Vehicle Replacement Plus coverage for a leased vehicle, but we recommend that you check with your leasing company to make sure that any benefit it receives as a result of a claim is passed on to you. Remember, even though you are the one buying this policy, the leasing company still owns the vehicle. This means that after receiving a new replacement vehicle from us, the leasing company could insist that you enter into a new lease agreement for the replacement vehicle. In that case, you may find this policy will be of little or no benefit to you.

Purchasing New Vehicle Replacement Plus coverage

New Vehicle Replacement Plus coverage is optional insurance coverage you can purchase when you buy Collision and Comprehensive insurance.

If your Autoplan insurance expires or you cancel it, your New Vehicle Replacement Plus coverage also expires or is cancelled.

Documenting your claim

When you make a claim, your adjuster will ask for a copy of the detailed Bill of Sale showing what you paid for your new vehicle and its equipment. If any equipment was added after the date of purchase, the Bill of Sale for the equipment must also be provided. It's very important to keep your Bill of Sale as long as you have New Vehicle Replacement Plus coverage in force.

Replacement Cost

If you are the owner of a vehicle that is three model years old or newer, then Replacement Cost coverage is a good option for you. This coverage may be available to you if collision and comprehensive or collision and specified perils is purchased, or you get at least a 40% Fleetplan discount. Replacement Cost coverage is similar coverage to New Vehicle Replacement Plus, with the following differences:

- It is available for vehicles in model years one, two or three.
- It is available for motorhomes.
- You can purchase Replacement Cost coverage if your vehicle is licensed and insured on a Temporary Operation Permit or insured under a Storage Policy.
- For a vehicle in its third model year, whether purchased new or used, where a replacement vehicle cannot be obtained within 30 days of the date ICBC determines your vehicle to be a total loss, your cash payment will include a markup for inflation of 7.5%.

If your Autoplan insurance expires or you cancel it, your Replacement Cost coverage also expires or is cancelled. If you later purchase a Temporary Operation Permit or Storage Policy, ask your Autoplan broker for Replacement Cost coverage to accompany the permit or Storage Policy.

Please note: Replacement Cost coverage is not available for vehicles in the third model year licensed and insured on a Temporary Operation Permit.

Limited Depreciation

If you don't qualify for New Vehicle Replacement Plus or Replacement Cost, you can purchase Limited Depreciation coverage to protect against the declining value of a new vehicle. This coverage is available if your vehicle is not more than three model years old, even if you are not the first owner of the vehicle. This coverage increases the amount payable to you under your Autoplan Collision, Comprehensive or Specified Perils insurance so that depreciation is not taken into account in the settlement of your claim for damage to your vehicle. Replicars, replikits, replicas, ubilt, rebuilt or specialty vehicles are not eligible for Limited Depreciation coverage.

Please note: Depreciation still applies to tires, batteries, convertible tops and vehicle paint. Coverage is void if you are not a resident of B.C.

Without Limited Depreciation coverage, payment of any claim for damage to your vehicle is based on the cost of repairs or, if the car is a total loss, on the actual cash value of the vehicle at the time of the crash with depreciation taken into account. The rate of depreciation of newer vehicles can be quite high, and payment of a claim for your vehicle, if it is written off, may be lower than you expect. If you have financed the new vehicle, you may find the amount owed to the financial institution is higher than the amount of the total loss settlement.

Limited Depreciation coverage in a write-off

If your vehicle was a total loss within the first, second or third model year, your Collision, Comprehensive or Specified Perils coverage alone would provide only the market value of your vehicle immediately before the loss or damage occurred. However, if you have Autoplan Limited Depreciation coverage for a vehicle you purchased new, you will receive the lesser of:

- The purchase price,
- The manufacturer's suggested retail price at the time of your purchase, and
- The replacement of your vehicle with a vehicle of like make, model, model year and style with similar options.

If you bought the vehicle used, you will receive:

- The replacement of your vehicle with a vehicle of like make, model, model year and style with similar options; or, if such a replacement is not available,
- 90 per cent of the manufacturer's suggested retail price of your vehicle at the time it was manufactured.

Prior unrepaired damage would be deducted from the settlement of a total loss. Since extended warranties are not part of the vehicle, they are not considered in settlement of a total loss, and are not part of the Limited Depreciation coverage.

Limited Depreciation coverage if the vehicle can be repaired

If you have valid Limited Depreciation coverage, and your vehicle is repairable and parts are required, ICBC will authorize repairs to be done using parts of a similar kind or quality to those used by the manufacturer of your vehicle, without applying depreciation. At ICBC's discretion, these parts may be new or used. The only exceptions are tires, batteries, convertible tops and vehicle paint, which are subject to depreciation even with this special coverage. ICBC reserves the right to determine whether it will repair or replace a part or parts of a vehicle or its equipment.

Adding equipment after purchase

Limited Depreciation coverage will extend to all additional equipment covered under your regular Collision, Comprehensive or Specified Perils insurance. If the value of any non-manufacturer's equipment exceeds \$1,000 for sound and communication equipment, or \$5,000 for other equipment, the additional amount will have to be insured through Extra Equipment coverage for you to recover the full amount of the loss. Any device intended to circumvent law enforcement (for example, radar detectors) will not be covered by Autoplan insurance.

Limited Depreciation coverage for a leased vehicle

You can also buy Limited Depreciation coverage for a leased vehicle, but we recommend that you check with your leasing company to make sure that any benefit it receives as a result of a claim is passed on to you. Remember, even though you are the one buying this

coverage, the leasing company still owns the vehicle. This means that after receiving a replacement vehicle from us, the leasing company could insist you enter into a new lease agreement for the new vehicle. In that case, you may find this coverage will be of little or no benefit to you.

Limited Depreciation coverage restrictions

- Coverage restriction for vehicles which are three model years old—If your vehicle is in its third model year when the coverage is purchased (for example, 2017 vehicles insured in 2019), you cannot make a claim under Limited Depreciation coverage for losses caused by fire, theft, vandalism or malicious mischief.
- Coverage is limited to certain types of vehicles and rate classes (rate class represents what the vehicle is used for)—Only available for private passenger and commercial vehicles with a GVW of 5,500 kg or less that are used for pleasure, driving to and from school or work, business, artisan, farm or fisher use, or motor homes used for pleasure.

Purchasing Limited Depreciation coverage

You can purchase Limited Depreciation coverage as an optional insurance coverage when you buy Collision or Comprehensive insurance.

You can also purchase Limited Depreciation coverage if your vehicle is licensed and insured on a Temporary Operation Permit or insured under a Storage Policy.

If your Autoplan insurance expires or you cancel it, your Limited Depreciation coverage also expires or is cancelled. If you later purchase a Temporary Operation Permit or Storage Policy, ask your Autoplan broker for Limited Depreciation coverage to accompany the permit or Storage Policy.

Check with your Autoplan broker to ensure your vehicle is eligible for Limited Depreciation coverage.

Documenting a Limited Depreciation claim

When you make a claim, your adjuster will ask you for a copy of the detailed Bill of Sale showing the price you paid for your vehicle and its equipment. It is extremely important that you keep your Bill of Sale as long as you have valid Limited Depreciation coverage.

Part 4—RoadStar and Roadside Plus Packages

RoadStar Package

Our RoadStar Package is a group of optional insurance coverages available at a special low price to our customers, as long as they purchase Autoplan Comprehensive coverage. The RoadStar Package includes Rental Vehicle coverage, Loss of Use coverage, Vehicle Travel Protection and Lock Re-Keying. Similar coverages are available to almost all policyholders as part of the more comprehensive Roadside Plus package.

Please note: Non-B.C. residents are not eligible for the following RoadStar Package coverages:

- Rental Vehicle coverage
- Vehicle Travel Protection.

The RoadStar Package may be purchased for company-owned vehicles where the company has identified an assigned corporate driver. (The assigned corporate driver must declare the vehicle as a taxable benefit.) Owners of vehicles that are part of a fleet with a discount of 40 per cent or more may also be eligible to purchase the RoadStar Package.

The RoadStar Package is only available for private passenger and commercial vehicles with a GVW of 5,000 kg or less that are used for pleasure, driving to and from school or work, business, artisan, farm or fisher use, or motor homes used for pleasure.

Like other Autoplan coverages, RoadStar Package coverages apply only throughout Canada and the United States (including Alaska and Hawaii) but not Mexico or any other country. Don't forget to keep your receipts. You'll need to submit all original receipts to be repaid under any of our RoadStar Package coverages.

The RoadStar Package includes:

- Loss of Use
- Rental Vehicle Coverage
- Vehicle Travel Protection
- Lock Re-keying

RoadStar Loss of Use coverage

If you make a claim under your Autoplan Collision, Comprehensive or Specified Perils insurance and cannot drive the RoadStar-insured vehicle, Loss of Use coverage reimburses you for the cost of renting a substitute vehicle, hiring taxis or using public transportation.

This includes a replacement vehicle but will be limited to one that is of a make and model specified by ICBC and similar in size to what you own.

RoadStar Loss of Use coverage allows up to a maximum of \$500 for substitute transportation (\$1,000 for motor homes) and is subject to a \$100 daily limit for all vehicles except motor homes. ICBC is allowed to specify the make and model of a substitute vehicle that is a similar size to your vehicle.

Coverage starts immediately after the crash if the vehicle is inoperable, and ends as soon as the vehicle is repaired or when ICBC has made you an offer of settlement if the vehicle is a total loss. If the vehicle is driveable, coverage applies while it is in the shop undergoing repairs and ends as soon as the repairs are completed, or when the maximum is reached, whichever happens first.

Please note: If you do not carry the underlying Autoplan Collision, Comprehensive or Specified Perils coverage, the RoadStar Loss of Use coverage will not apply. There would also be no coverage for loss of use if the damage to your vehicle is less than your deductible or if you choose not to make a claim.

Limousines, taxis and u-drives are not eligible for RoadStar Loss of Use coverage.

If you were not at fault for the motor vehicle crash, you may be entitled to a substitute vehicle as part of your claim against the at-fault motorist. However, it can take time for the issue of fault to be resolved. RoadStar Loss of Use coverage allows you to get substitute transportation immediately. It also covers loss of use from claims where you are at fault, or for Comprehensive and Specified Perils claims which otherwise only include Loss of Use coverage when your vehicle has been stolen.

RoadStar Rental Vehicle coverage

This protects users of courtesy cars or vehicles rented under a written agreement from an established rental agency for 30 days or less. It includes:

- Coverage for damage to a rental vehicle or courtesy car (Collision, \$300 deductible; Comprehensive, \$300 deductible).
- Third Party Liability for damage or injury you cause to others while driving a rented or courtesy car (limit of \$1,000,000).
- Accident Benefits (See Part 1).
- Underinsured Motorist Protection (See Part 1).
- Loss of Use coverage up to \$25 per day (to a total limit of \$250) for loss of use of the rental vehicle or courtesy car if a crash has made it undriveable.
- Payment for claims made by rental companies for loss of rental income.

RoadStar Rental Vehicle coverage does not apply to:

- Vehicles rented exclusively for the use of non-B.C. residents.
- Vehicles, other than a motor home, a truck and camper rented as one unit, or a wheelchair accessible vehicle, for which the daily rental rate exceeds \$125 (Cdn) in Canada, or \$100 (U.S.) in the United States.
- Vehicles used to carry passengers or goods for compensation or hire.
- A bus with a seating capacity of 16 or more used to carry passengers.
- Borrowed vehicles.
- Commercial vehicles over 5,000 kg GVW.
- Snowmobiles, snow vehicles, golf carts, all-terrain vehicles, industrial machines and road-building machines.

Your spouse must be shown or included as a permitted driver on the rental contract for the RoadStar Rental Vehicle coverage to apply to him or her.

RoadStar Rental Vehicle coverage is applied in the same manner as that outlined in the Rental Vehicle Policy section of this booklet (Part 5).

Please note: If you're arranging for a vehicle before you leave, you or your travel agent should check that the company you choose accepts RoadStar Rental Vehicle coverage.

Renting a car? For proof of coverage, photocopy your current insurance documents (don't bring the originals), or take a photo on your phone or tablet.

RoadStar Vehicle Travel Protection

Vehicle Travel Protection reimburses you for some expenses you may incur if you are in a motor vehicle crash or if your vehicle is stolen while you are on a trip away from home. It is intended for people who take their vehicles on holidays or business trips. You are also protected if, while on a trip, you are involved in a crash with a motor vehicle while riding a bicycle or as a pedestrian.

RoadStar Vehicle Travel Protection covers:

- Additional living expenses (up to \$500 for one or two people; up to \$1,000 for three or more; \$2,000 maximum for motor homes). This includes lodging, meals, telephone calls and transportation expenses.
- Towing expenses (\$100 maximum for passenger vehicles; \$250 maximum for motor homes).
- Expenses incurred to bring the described vehicle back home (\$750 maximum for passenger vehicles; \$1,000 maximum for motor homes). This includes bringing a damaged or recovered stolen vehicle back home for repairs or sending someone to bring home a stolen vehicle that has been recovered.

- Replacement vehicle expenses (up to \$500) for the loss of use of a rented or borrowed car.
- Travel expenses for you to return home by the most direct route (up to \$1,500 for one or two people; up to \$3,000 for three or more).
- Reimbursement of your deductible for a collision claim if your vehicle is damaged by an insured, identifiable vehicle not insured by ICBC (only if you have Autoplan Collision insurance and you are not at fault for the crash).

RoadStar Vehicle Travel Protection applies to trips that are not more than 30 days. However, there is no limit to the number of claims you can make per covered trip. Each claim is treated separately and for each acceptable claim, full policy limits apply.

RoadStar Lock Re-Keying

If your keys or remote keyless entry transmitter are stolen for the vehicle that carries the RoadStar Package, ICBC will reimburse you up to a maximum of \$500 for the cost of replacing them and re-keying locks on your vehicle. For your coverage to apply make sure you report the incident to the police within 48 hours. A police case file number is required. You must have valid Autoplan Comprehensive or Specified Perils coverage, and the replacement costs are subject to the applicable deductible.

Roadside Plus

Roadside Plus includes:

- Loss of Use
- Rental Vehicle Coverage
- Vehicle Travel Protection
- Lock Re-Keying
- Emergency Roadside Expense Repayment
- Family World Wide Transportation
- Destination Assistance
- Theft Deductible Waiver

This reasonably priced group of optional insurance coverages is available to most ICBC customers, as long as they purchase Autoplan Comprehensive coverage. Owners of vehicles that are part of a fleet with a discount of base rate or lower may also be eligible to purchase the Roadside Plus package.

Roadside Plus may be purchased for company owned vehicles where the company has identified an assigned corporate driver. (The assigned corporate driver must declare the vehicle as a taxable benefit.)

Roadside Plus is only available for private passenger and commercial vehicles with a GVW of 5,000 kg or less that

are used for pleasure, driving to and from school or work, business, artisan, farm or fisher use, or motor homes used for pleasure.

Like other Autoplan coverages, Roadside Plus coverages apply only throughout Canada and the United States (including Alaska and Hawaii) but not Mexico or any other country. Don't forget to keep your receipts. You'll need to submit all original receipts to be repaid under any of our Roadside Plus coverages.

Please note: Non-B.C. residents are not eligible for the following Roadside Plus coverages:

- **Rental Vehicle coverage**
- **Vehicle Travel Protection coverage**
- **Family World Wide Transportation.**

Roadside Plus Loss of Use

If you make a claim under your Autoplan Collision, Comprehensive or Specified Perils insurance and cannot drive the Roadside Plus-insured vehicle, Loss of Use coverage reimburses you for the cost of renting a substitute vehicle, hiring taxis or using public transportation. This includes a replacement vehicle but will be limited to one that is of a make and model specified by ICBC and similar in size to what you own.

Roadside Plus Loss of Use coverage allows up to a maximum of \$750 for substitute transportation (\$1,000 for motor homes) and is subject to a \$100 daily limit for all vehicles except motor homes.

ICBC is allowed to specify the make and model of a substitute vehicle that is a similar size to your vehicle. Coverage starts immediately after the crash if the vehicle is inoperable, and ends as soon as the vehicle is repaired, or when ICBC has made you an offer of settlement if the vehicle is a total loss. If the vehicle is driveable, coverage applies while it is in the shop undergoing repairs and ends as soon as the repairs are completed, or when the maximum is reached, whichever happens first.

Please note: If you do not carry the corresponding Autoplan Collision, Comprehensive or Specified Perils coverage, the Roadside Plus Loss of Use coverage will not apply. There would also be no coverage for loss of use if the damage to your vehicle is less than your deductible, or if you elect not to make a claim.

If you were not at fault for the vehicle crash, you may be entitled to a substitute vehicle as part of your claim against the at-fault motorist. However, it can take time for the issue of fault to be resolved. Roadside Plus Loss of Use coverage allows you to get substitute transportation immediately. It also covers loss of use from claims where you are at fault, or for Comprehensive and Specified Perils claims which otherwise only include Loss of Use coverage when your vehicle has been stolen. Limousines,

taxis and u-drives are not eligible for Roadside Plus Loss of Use coverage.

Roadside Plus Rental Vehicle Coverage

This protects users of courtesy cars or vehicles rented under a written agreement from an established rental agency for 30 days or less. It includes:

- Third Party Liability for damage or injury you cause to others while driving a rented or courtesy car (limit of \$2,000,000).
- Coverage for damage to a rental vehicle or courtesy car (Collision, \$300 deductible; Comprehensive, \$300 deductible).
- Accident Benefits (See Part 1).
- Underinsured Motorist Protection (See Part 1).
- Loss of Use coverage up to \$25 per day (to a total limit of \$250) for loss of use of the rental vehicle or courtesy car if a crash has made it undriveable.
- Payment for claims made by rental companies for loss of rental income.

Roadside Plus Rental Vehicle coverage does not apply to:

- Vehicles rented exclusively for the use of non-B.C. residents.
- Vehicles, other than a motor home, a truck and camper rented as one unit, or a wheelchair-accessible vehicle, for which the daily rental rate exceeds \$125 (Cdn) in Canada, or \$100 (U.S.) in the United States.
- Vehicles used to carry passengers or goods for compensation or hire.
- A bus with a seating capacity of 16 or more used to carry passengers.
- Borrowed vehicles.
- Commercial vehicles over 5,000 kg GVW.
- Snowmobiles, snow vehicles, golf carts, all-terrain vehicles, industrial machines and roadbuilding machines.

Roadside Plus Rental Vehicle coverage is applied in a similar manner to that outlined in the Rental Vehicle Policy section of this booklet (Part 5).

If you are arranging for a vehicle before you leave, you or your travel agent should check that the company you choose accepts Roadside Plus Rental Vehicle coverage.

Renting a car? For proof of coverage, photocopy your current insurance documents (don't bring the originals), or take a photo on your phone or tablet.

Your spouse must be shown or included as a permitted driver on the rental contract for the

Roadside Plus Rental Vehicle coverage to apply to him or her.

Roadside Plus Vehicle Travel Protection

Vehicle Travel Protection coverage reimburses you for some expenses you may incur if you are in a vehicle crash or if your vehicle is stolen or vandalized while you are on a trip away from home. It is intended for people who take their vehicles on holidays or business trips. You are also protected if, while on a trip, you are injured in a crash with a vehicle while riding a bicycle or as a pedestrian and require attendance at a medical care facility for medical treatment.

Roadside Plus Vehicle Travel Protection coverage includes:

- Additional living expenses (up to \$1,000 for one or two people; up to \$2,000 for three or more or for occupants of a motor home). This includes lodging, meals, telephone calls and transportation expenses.
- Towing expenses (\$100 maximum for passenger vehicles; \$250 maximum for motor homes).
- Expenses incurred to bring the described vehicle back home (\$750 maximum for passenger vehicles; \$1,000 maximum for motor homes). This includes bringing a damaged or recovered stolen vehicle back home for repairs or sending someone to bring home a stolen vehicle that has been recovered.
- Replacement vehicle expenses (up to \$500) toward providing substitute transportation for loss of use of a rented or borrowed vehicle.
- Travel expenses for you to return home by the most direct route (up to \$3,000 for one or two people; up to \$6,000 for three or more).
- Reimbursement of your deductible for a collision claim if your vehicle is damaged by an insured, identifiable vehicle not insured by ICBC (only if you have Autoplan Collision insurance and you are not at fault for the crash).

Roadside Plus Vehicle Travel Protection applies only to trips that are not more than 30 days. However, there is no limit to the number of claims you can make per covered trip. Each claim is treated separately and for each acceptable claim, full policy limits apply.

Roadside Plus Lock Re-Keying

With Roadside Plus, if your keys or remote keyless entry transmitter are stolen, ICBC will reimburse you up to a maximum of \$1,000 for the cost of replacing them and re-keying locks on your vehicle, and will waive your regular deductible. For your coverage to apply make sure you report the incident to the police within 48 hours. A

police case file number is required. You must have valid Autoplan Comprehensive or Specified Perils coverage.

Roadside Plus Emergency Roadside Expense Repayment

This coverage protects you in the event of a roadside emergency when your Roadside Plus-insured vehicle is disabled by a cause that is not covered under other Autoplan insurance (for example, mechanical breakdown, flat tire, locking keys in your vehicle, and so on.)

ICBC will reimburse up to a total of \$50 per incident (for a maximum of two claims per policy period) for emergency services paid to make your vehicle operational or to tow it to a repair shop. Any balance remaining from the \$50 limit may be applied toward reasonable costs to complete your journey (for example, taxi or public transportation).

You must mail in your original receipts to ICBC within 12 months of incurring the expenses, or you will not be eligible for reimbursement. Coverage includes the cost of the service vehicle attending but not the cost of parts or supplies including gasoline, oil, batteries and tires. There is a limit of two claims per policy term. This coverage is excess to any other similar coverage that you carry.

Roadside Plus Family Worldwide Transportation

If, as a result of and within 24 hours of a vehicle crash, you or a member of your household require immediate and ongoing medical life support intervention in an intensive care unit of a hospital or registered medical care facility, Roadside Plus will bring your family members to you. The crash must occur in Canada or the United States, and the family members must come within seven days of the crash.

A family member includes members of your household, or a member of the insured's immediate family. "Immediate family" includes a spouse, parent, natural or adopted child, step-child, legal guardian, step-parent, grandparent, grandchild, in-law, brother, sister, step-brother, step-sister, aunt, uncle, niece, or nephew of the insured. Relatives will be reimbursed for travel from anywhere in the world, within the limits of the coverage.

Roadside Plus will reimburse up to a total of \$5,000 per crash to cover travel to the hospital or medical care facility and return fare home. It will also cover up to a total of \$500 per crash for living expenses for family members, including lodging, meals, telephone calls or other transportation. If you have more than one Roadside Plus package, your family members will only be reimbursed under one package for any given claim.

Roadside Plus Destination Assistance

This coverage applies to any occupant of the vehicle described in the Owner's Certificate that carries Roadside Plus. ICBC will reimburse you up to \$100 for costs incurred to commence or complete a journey when your vehicle is unavailable because of a loss for which you have made a claim under your Collision, theft or vandalism coverage.

The expenses must have been incurred within 12 hours of a crash or within 12 hours of the discovery of theft or vandalism. You must submit your original receipts to ICBC within six months of the loss to be eligible for reimbursement. Expenses for renting a replacement vehicle are not included under Destination Assistance.

Roadside Plus Theft Deductible Waiver

If your Roadside Plus-insured vehicle is stolen or shows obvious signs of an attempted theft, you won't have to pay the deductible under your regular Autoplan Comprehensive or Specified Perils coverage.

In order for an attempted theft claim to qualify for the deductible waiver, generally, there must be damage to one or more of the following:

- the electrical or mechanical component of the ignition locking system, or
- a mechanical anti-theft locking device or the part of the vehicle it's attached to.

Part 5—Additional Products

ICBC has many Optional Autoplan products available to meet customers' wide-ranging and specialized needs. Some additional products offer coverage for such things as rental vehicles, vehicles in storage, or vehicles used in your business. Other products offer additional protection to you and your passengers in the event of injury.

Some of our most popular additional products are described here. Talk to your Autoplan broker to discuss your individual insurance needs and to find the right product for you.

Non-owned Underinsured Motorist Protection Policy

You can purchase underinsured motorist protection even if you don't own or lease a vehicle by purchasing a Non-owned Underinsured Motorist Protection policy. Coverage under this policy extends to you and all the members of your household while occupants of any vehicle that is not owned or leased by your or your household members. It also covers you and each member of your household as pedestrians or cyclists. See your Autoplan broker for details. For information regarding Underinsured Motorist Protection, refer to pages 6 to 8 of this brochure.

Rental Vehicle Policy

Rental Vehicle insurance protects you if you rent or borrow a vehicle. It includes:

- Third Party Liability (to \$1 million).
- Accident Benefits (to occupants of the rented or borrowed vehicle).
- Underinsured Motorist Protection.

- Collision with \$300 deductible.
- Comprehensive with \$300 deductible.
- Loss of Use to \$25 per day, to a total limit of \$250.
- Payment for claims made by rental companies for loss of rental income.

Few rental companies offer all these coverages, and they usually charge a much higher premium than you would pay for the Autoplan Rental Vehicle Policy. As well, few credit cards provide these same coverages.

Although insurance offered by rental companies or credit cards may have a similar name, the coverage often varies from place to place or company to company. For example, if you rent a car from a company in Florida and the vehicle is vandalized, the Comprehensive coverage purchased from the rental company may not cover vandalism claims. Under Autoplan's Rental Vehicle Policy, damage caused by vandalism is covered.

Any claim for loss or damage to a rental vehicle must be reported within 21 days of its occurrence.

A version of this policy is also available as part of the RoadStar Package or Roadside Plus. See RoadStar and Roadside Plus Packages (Part 4).

Rental vehicles that can be covered

The Autoplan Rental Vehicle Policy covers any private passenger vehicle, motor home, motorcycle, trailer or commercial vehicle (that does not have a GVW of more than 5,000 kg) used for pleasure or business purposes.

The policy **does not** cover:

- Rental of a vehicle (other than a motor home, a truck and camper rented as one unit or a wheelchair-accessible vehicle) where the daily rental rate, exclusive

of taxes, mileage, gas or other charges, exceeds \$125/day (CDN) when rented in Canada or \$100/day (US funds) when rented in the USA.

- Vehicles used for carrying or delivering goods for compensation.
- A bus with a seating capacity of 16 or more used for carrying passengers.
- A vehicle used to carry passengers for compensation or hire.
- A vehicle rented for the exclusive use of non-B.C. residents.
- Commercial vehicles over 5,000 kg GVW.
- Snowmobiles, snow vehicles, golf carts, all-terrain vehicles, industrial machines and road-building machines.

Your spouse must also be shown or included as a permitted driver on the rental contract for the Autoplan Rental Vehicle Policy to apply to him or her.

Rental vehicle Loss of Use coverage

If the rental vehicle is damaged in a crash so it cannot be driven and you still need a rental vehicle, the Loss of Use coverage under this policy will pay for you to rent a substitute vehicle, subject to a daily limit of \$25 and a total limit of \$250. This allows you to continue your vacation or business trip.

Rental vehicle Third Party Liability coverage

In most areas of North America, vehicles are required by law to carry Third Party Liability insurance. When you rent a vehicle in one of these areas, the insurance carried on that vehicle is known as "primary," meaning it must be used first to pay any Third Party Liability claims. If the rental vehicle does not have enough insurance to pay for the claim, then your Autoplan Rental Vehicle Policy will be used as excess coverage.

In some U.S. jurisdictions, car rental companies may ask you to sign an agreement making you responsible for Third Party Liability insurance. If this happens, the Rental Vehicle Policy will provide you with this primary coverage. The Extended Third Party Liability coverage you carry on your own vehicle is also transferrable to a rental vehicle on an excess basis, but any claims you make against it will affect your discount level.

Obtaining rental vehicle coverage

The Rental Vehicle Policy may be purchased by a B.C. resident or any B.C. registered company. It can be purchased for as little as one day or as long as one year. It is not available to visitors to the province, nor can B.C.

residents purchase it for visitors. The policy covers the person named on the policy and any other person who is identified as a permitted driver on the rental contract.

You should arrange for coverage with an Autoplan broker before the date you require the rental vehicle. Coverage should be purchased for the longest term for which you are likely to need it.

If you are making advance arrangements for a rented vehicle, you or your travel agent should make sure the rental company you choose will accept the Autoplan Rental Vehicle Policy. Most companies accept the policy; however, some may ask for a larger deposit than usual if you do not buy their coverage. If you plan to rent a vehicle when you arrive at your destination, select a rental company that accepts the Autoplan policy.

Like other Autoplan policies, coverage applies throughout Canada and the United States (including Alaska and Hawaii) but not Mexico or any other country.

Making a claim

Report the crash to the police, then notify the rental company and ICBC. Have your Rental Vehicle Policy on hand when you make out your report. If the crash occurred within B.C., call ICBC at 604-520-8222 (Vancouver and the Lower Mainland) or 1-800-910-4222 (elsewhere in B.C.).

Other sources of Third Party Liability coverage

If you own a vehicle that is licensed and insured in B.C., your Owner's Certificate provides you with Third Party Liability coverage that can be used on a rental vehicle. This coverage responds on a primary basis if the vehicle you rent is not insured **or the rental company has made you responsible for providing your own insurance.** If the rental vehicle is insured, then the coverage under your Owner's Certificate will respond on an excess basis. There are some conditions which apply and you should discuss these with your Autoplan broker before you rent a vehicle.

As a B.C. motorist, you also have \$200,000 (Cdn) of Third Party Liability coverage by possessing a valid B.C. driver's licence. Some conditions apply and you should discuss these with your Autoplan broker.

While you do possess Third Party Liability coverage by having a B.C. Autoplan policy or valid B.C. driver's licence, **the Rental Vehicle Policy allows you to make a Third Party Liability claim involving the rental vehicle without affecting your discount level.**

Storage Policy

If you are not using your vehicle or intend to put it in storage, you can purchase a Storage Policy. Collision, Comprehensive, Specified Perils, and Third Party Liability insurance are all available on this policy, as well as Replacement Cost coverage and Limited Depreciation

coverage for certain newer vehicles. Coverage is not available to any vehicle or trailer used as living accommodation at any time while the vehicle is insured under this policy. For more information on the Storage Policy or insurance for vehicles used off-highway for pleasure use only, see your Autoplan broker.

Part 6—Getting on the road—things you need to know to get your vehicle licensed and insured

Operating a vehicle in B.C.

To operate a vehicle in B.C., you must have a valid driver's licence and the vehicle you are driving must be registered, licensed and insured.

If you move to B.C. and bring a motor vehicle with you, you need to register, license and insure it within 30 days of your arrival. A pre-registration vehicle inspection may be required (refer to "Bringing a vehicle to B.C.—inspections" on page 24.) Vehicles intended for commercial use must be registered, licensed and insured immediately upon moving to B.C. An Autoplan broker can help you with all these transactions. There are more than 900 Autoplan brokers across the province. Go to icbc.com/locators to find a broker near you.

You may use your valid driver's licence from another province, state or country for the first 90 days you live in B.C. After this time, you must have a B.C. driver's licence to drive in B.C. You will need to turn in your old licence and pass the applicable driver examinations.

You must be at least 16 years of age to apply for a B.C. driver's licence. If you wish to apply for a full-privilege B.C. driver's licence, you need to prove you have held a licence for at least 24 months. Otherwise, you will be placed in B.C.'s Graduated Licensing Program, which helps new drivers gain experience gradually, under conditions that expose them to less risk, before they obtain a full-privilege driver's licence. Check icbc.com/driver-licensing/moving-bc for more information.

Testing for all B.C. driver's licences and issuing of new, replacement and renewal B.C. driver's licences is conducted at driver licensing offices. To locate a driver licensing office near you, visit icbc.com/locators.

Licensing and insuring your vehicle

When you buy your vehicle licence and insurance, your Autoplan broker will give you a document called the Owner's Certificate of Insurance and Vehicle Licence. Carry it in your vehicle when operating your vehicle. If you purchase optional coverage, view the ICBC Autoplan

Optional Policy booklet at icbc.com/optionalpolicy or request a copy from your Autoplan broker.

Your broker will also give you decals indicating the day, month and year of the expiry of your licence and insurance. These are to be displayed on the rear licence plate of most vehicles. There are some exceptions for commercial vehicles. Check with your Autoplan broker.

Leased vehicles

There are special requirements for insuring leased vehicles. See your Autoplan broker or leasing company for details.

If you have a crash

If you are involved in a motor vehicle crash, report it to ICBC online at icbc.com/report, by phoning Dial-a-Claim at 604-520-8222 (24 hours a day, seven days a week) in Vancouver and the Lower Mainland or 1-800-910-4222 toll-free from elsewhere in B.C.

Things to know:

- If anyone is injured, or if it appears drugs or alcohol were involved, call an ambulance and the police to the scene right away.
- When you call Dial-a-Claim, we'll ask for your licence plate and driver's licence numbers, as well as the licence plate and driver's licence numbers of any other people involved.
- If you have a police report number and witness information, please have that ready, too.
- If you are unable to drive your car, have it towed to a place where it can be stored securely. If you have ICBC Collision coverage, or if the other driver is found at fault for the crash, towing and storage charges will form part of your claim.
- If it is a glass claim, simply drive to the nearest claim centre and your claim will be handled there. If only one piece of glass is damaged and you have Comprehensive coverage, you can go directly to an ICBC Glass Express facility.

- It is usually in your best interest to report any claims to ICBC. The other person may promise to pay your bills and then refuse. Also, you have no recourse if the repairs are unsatisfactory. Let the other motorist know that there is always the option of repaying a claim after it has been reported. You may be required to report an incident to the police if the combined property damage appears to exceed \$1,000 (\$600 for motorcycle).

You must report to the police if any of the following cases apply:

- Injury or death occurred.
- A hit-and-run accident. Please note, police reporting requirements for hit-and-run claims may vary between different police detachments around the province. In any event, check with your local police department or you can call Dial-a-Claim who will advise you.
- A break-in or vandalism to your vehicle.
- Your car is stolen.

Make your police report within 24 hours if the crash happened in the city; 48 hours if it happened in a rural area.

In some communities, such as Vancouver, police will not investigate theft of auto, theft from auto or vandalism to a vehicle. However, they will issue a case number for insurance purposes.

If you breach your insurance, and you have a claim, ICBC may refuse to pay your claim. A breach is a break in an agreement. Some examples of insurance breaches include:

- Driving under the influence of alcohol, drugs or other intoxicating substance.
- Operating a vehicle without a valid driver's licence or with a suspended licence.
- Using the vehicle to avoid police action.
- Using the vehicle for illicit or prohibited trade or transportation.
- Using the vehicle for racing or other speed tests.
- Using the vehicle to deliberately cause loss or damage.
- Operating a vehicle that is insured in the wrong rate class—for example, pleasure use only instead of to and from work.
- An incorrect declaration of the principal driver.
- Failing to maintain the condition required for a collector vehicle.

Licence plates

Licence plates are assigned to you for use on a specific vehicle. If you sell or dispose of your vehicle, you may

transfer those licence plates to a replacement vehicle that you have just purchased, providing it's the same type of vehicle as the one it's replacing (for example, passenger vehicle replacing a passenger vehicle, pick-up truck replacing a pick-up truck) and provided that neither vehicle are of a type that use restricted or off-road vehicle plates (for example, golf carts, snowmobiles, snow vehicles, riding mowers, trucksters and ATVs). You must see your Autoplan broker to have the transfer validated within 10 days of buying the replacement vehicle. See page 30 for more details. If you wish to cancel your insurance, you must return those plates to an Autoplan broker.

Front and rear licence plates must be displayed on all vehicles except motorcycles, trailers, vehicles that use restricted plates or off-road vehicle plates and vehicles that are licensed and insured with with a floater licence, such as the Collector Multi-Vehicle Licence plate. For these vehicles, only a rear licence plate is generally required to be displayed with additional display options allowed for off-road vehicle plates.

Personalized licence plates

You can get personalized licence plates for passenger cars, motorcycles, vans, light trucks, motor homes, and eligible commercial vehicles with a GVW of up to 5,500 kg. Personalized plates can display a slogan up to six characters long using permitted combinations of numbers or letters. You cannot use numbers only. Applications for personalized plates are available from Autoplan brokers. There is an extra fee for personalized plates.

Collector licence plates

What vehicles qualify for collector licence plates?

To be considered a collector, your vehicle must be registered in B.C. and be:

- at least 25 years old, or
- at least 15 years old and one of no more than 1,500 of that make/model (not edition) made worldwide by the manufacturer for that model year, or
- at least 15 years old, where the manufacturer that owns the "trademark" or "make" of that vehicle has ceased manufacturing vehicles of any kind for at least the last five years.

AND

- maintained or restored to a condition that conforms to the original manufacturer's specifications and is considered by ICBC to be of collectible value,
- fully assembled with no missing parts,
- used solely for pleasure purposes and not for travel to and from or partway to work or school at any time.

What vehicles don't qualify?

- replicar, replikits (kit car), cab/chassis, vehicles with an aftermarket body not manufactured by the original manufacturer, or motor homes.

Modified collector licence plates

- To be considered a modified collector vehicle, your vehicle must be registered in B.C. as a 1958 model or older, and one or more of the following changes must have been done:
- altered the body of the motor vehicle so that it resembles, but is no longer identical in appearance to, the original body of the motor vehicle
- altered the steering and braking mechanical components
- altered the engine and/or power train.

What condition requirements does a modified collector need to meet?

vehicle exterior—Same as collector vehicle exterior requirements, except tires.

engine compartment—Engine must be clean.

vehicle interior—Must be in excellent condition.

vehicle—Must be fully assembled with no missing parts.

Vintage licence plates

Vintage licence plates are available for antique vehicles. These plates, along with the proper insurance coverage, entitles you to drive the vehicle for special occasions such as exhibitions, parades, car club activities, public functions such as the opening of a new highway, weddings and graduations.

To qualify for vintage licence plates, the vehicle must be at least 30 years old, owned as a collector's item, maintained as nearly as possible in its original condition with original parts and still be mechanically sound.

Veteran licence plates

Veteran licence plates are available to eligible veterans for most passenger cars, vans, light trucks, motorcycles, motor homes, and eligible commercial vehicles with a GVW of up to 5,500 kg. The licence plates are available to veterans who served or are currently serving during wartime, in a post-war capacity, or during a NATO or UN operation, including members of the RCMP and municipal police.

2010 Winter Games licence plates

Although new plates are no longer issued, 2010 Winter Games licence plates remain an official provincial licence plate and may continue to be displayed on your vehicle.

Visit icbc.com for more information about specialty licence plates and vehicles.

Lost or stolen documents or licence plates

There is an \$18 fee to replace lost documents or licence plates. A police case file number is required for a lost or stolen licence plate with an attached valid decal.

Renewing your insurance

Always be aware of the expiry date of your insurance. If you do not renew your insurance before it expires, you will not be covered if you are involved in a crash after the expiry date. The expiry date is printed on your Owner's Certificate and is also indicated on your licence plate decals. ICBC also mails a renewal reminder to your last known address before the vehicle licence and insurance expire.

The renewal reminder outlines your coverage, your vehicle and other important details. You may renew your licence and insurance at any Autoplan broker's office.

When you renew your insurance and vehicle licence, your broker will give you a new decal indicating your insurance and vehicle licence expiry date. This decal must be attached to your licence plate. Early renewals will be limited to a maximum of 45 days effective July 1, 2019. There is no restriction on when the validation decal for an early renewal can be attached to the plate.

If you owe money to ICBC, or in arrears with the B.C. Family Maintenance Enforcement Program, or if you have unpaid traffic fines, you will not be able to renew your insurance until the debt is paid.

Bringing a vehicle to B.C.—inspections

Passenger vehicles and most other vehicles brought into B.C. from another jurisdiction will need to pass a mechanical safety inspection at a B.C. designated facility before they can be registered, licensed and insured.

This mechanical safety inspection is mandatory for cars, motor homes, vans and small trucks with a net weight of 3,500 kilograms or less.* Vehicles built from salvage, altered or constructed vehicles (for example, kit vehicles) must pass a structural integrity inspection, as well as the mechanical safety inspection. A list of designated inspection facilities are listed in the Yellow Pages under "Vehicle Inspection Service" or online at www.th.gov.bc.ca/cvse.

Once your vehicle has passed the inspection, take the vehicle, the inspection report and the Vehicle Registration to any Autoplan broker in B.C. to register and license the vehicle and purchase the proper insurance. You must surrender the out-of-province licence plates. Vehicles over 25 years of age and not able to pass a safety inspection can apply to ICBC (VRS) to have the vehicle registered prior to a safety inspection.

* Under the New West Partnership Trade Agreement, (effective April 1, 2015), qualified private vehicles imported from Alberta or Saskatchewan may be exempt from the BC pre-registration safety inspection. Please ask your Autoplan broker for details.

Payment options

ICBC payment plan

The ICBC plan is an in-house payment plan that allows you to spread your insurance premium and licence fees evenly over 12 months with equal monthly or quarterly payments (every three months), or six months with equal monthly payments. Payments are automatically deducted from your bank account.

To apply, you:

- must be the vehicle's registered owner or lessee,
- have a bank account that allows automatic withdrawals,
- provide the broker with a void cheque or a statement from a savings account that has automatic withdrawal privileges, and
- have a good payment history with ICBC.

For details, see your Autoplan broker.

Six-month payment plan

If you are a new ICBC customer and do not have a B.C. driver's licence, or if you are just ending a two-year period on a cash-only basis with ICBC due to payment problems in the past, you are eligible for the ICBC payment plan with only a six-month term. Once the six month payment plan is successfully completed, you may be eligible for the 12 month or quarterly payment plan.

The six-month term is not available to fleet customers.

Other methods of payment

You may pay by cheque, cash, debit card, Visa, MasterCard or American Express.

Changing your address

As the owner of a vehicle licensed in B.C., you are required by law to report any change of address to ICBC (through your Autoplan broker) within 10 days. In addition, your insurance will not cover you if:

- your vehicle is registered and licensed somewhere outside B.C., and/or
- you are not a resident of B.C.

Even if you move within B.C., you may have to make changes to your Autoplan policy because most premiums are partially calculated on where your vehicle is primarily located when not in use. Not all changes of address put you in a new territory. If your vehicle is rated for the wrong territory, your insurance may not cover you if you have a claim. Temporary changes of address for up to 30 days may not need re-rating. Temporary address changes for longer than 30 days require a Temporary Change endorsement. See your Autoplan broker for details.

Students attending college or university away from home must report the change to their Autoplan broker before the school year begins in case an additional premium is required. Students from out-of-province attending school in B.C. may be eligible to obtain a Non-Resident Permit from ICBC by calling 604-443-4450 or toll-free 1-800-665-4336.

Changing your insurance

You must visit your Autoplan broker if you change your insurance coverage, address, name, vehicle use (rate class), vehicle type, colour, model year, chassis, vehicle identification (serial) number, fuel type, or gross vehicle weight. Driver's licence changes must be made at any driver licensing office or authorized agent.

Cancelling your insurance

ICBC does not automatically cancel your Autoplan Insurance when your vehicle is:

- sold or traded in
- returned after a lease
- written off as a total loss
- moved to a different jurisdiction.

You must cancel your Autoplan insurance at an Autoplan broker's office. You will need to take the current ICBC insurance document and the licence plates for the policy you wish to cancel, along with primary and secondary identification.

If the vehicle is leased, a representative of the leasing company must request the cancellation at an Autoplan agent's office.

If your vehicle and licence plates are stolen, you must report this to the police and obtain a case file number.

If you have moved out of B.C. and want to cancel your insurance policy from your new home, you must send in:

- **A letter requesting cancellation of the policy. Include the plate number, signatures of all registered owners, your new address and new phone number.**
- Your B.C. licence plates or a receipt showing that you surrendered them to an out-of-province licensing authority.
- Your current ICBC insurance document, such as an Owner's Certificate of Insurance and Vehicle Licence.

If you have registered your vehicle outside of B.C., send a copy of your new registration showing the effective date. Your cancellation request and any resulting refund will then be calculated from the reregistration date.

Send the above material to:

ICBC—Cancellations
Room 205–151 West Esplanade
North Vancouver BC V7M 3H9
Fax: 604-661-6727

Part 7—How ICBC sets your autoplan premium

To determine the cost of your Autoplan insurance, ICBC looks at many factors, including:

- Rate class (how you use your vehicle).
- Territory where your vehicle is primarily located when not in use, or, for some commercial rate classes, where the vehicle is used.
- Your driving factor and that of the principal driver and other drivers listed.
- Make, model and year of the vehicle (for Autoplan Optional insurance only).

The overall cost of your Autoplan insurance also depends on what type of Autoplan Optional insurance you choose to purchase.

Rate class

A rate class describes how you use your vehicle (driving to and from work, pleasure use only, business, delivery, and so on). Pleasure use means the use of a vehicle for private purposes. Many customers use their vehicle to drive to or from work or school or for business or commercial use for a maximum of only six days per month. If the rate class you declare is wrong and you make a claim, the claim could be denied or you may have to pay a penalty. See your Autoplan broker to be sure your vehicle is rated correctly.

Territories

ICBC divides the province into territories based on geography and population. A vehicle driven in a sparsely populated area has less chance of being involved in a crash than a vehicle driven in a densely populated area. Vehicles driven to and from work or school or for pleasure use must be rated in the territory in which they are primarily located when not in use. This is usually your home address. See your Autoplan broker if you use your vehicle for other purposes. Commercial vehicles must

be rated in the territory commanding the highest Basic premium in which the vehicle is operated.

If the territory you declare is wrong and you make a claim, the claim could be denied or you may have to pay a penalty. See your Autoplan broker to be sure your vehicle is rated in the correct territory.

Listing Drivers

Starting September 1, 2019, registered owners will be asked to list those who will drive their car. This includes members of their household, employees, or other friends and family. Listing the drivers of a vehicle helps make sure that at-fault drivers are accountable for their actions and that pricing is more accurate.

Drivers can be added or removed at any time during the policy term by going into an Autoplan broker office.

The information required to list drivers is the date of birth and driver's licence number. It is important to note that adding drivers won't necessarily increase your premium. Typically, the majority of the Basic premium (75%) will be based on the principal driver, with the remaining 25% reflecting the other listed driver with the highest risk.

Principal Driver

Of the listed drivers, you will be asked if you are the registered owner to declare the principal driver. This is the person that will drive the vehicle the most during the policy term. If you don't declare the correct principal driver, you may be in breach of your insurance policy. This means that if there is a claim, damage to the vehicle may not be covered and there could be additional costs for the owner of the policy (for example, related property damage or injury claims).

If your vehicle does not have a person who operates it the majority of the time (for example, if it is a work vehicle that has multiple operators), you will have to declare that your vehicle has no principal driver.

Make, model and year of your vehicle

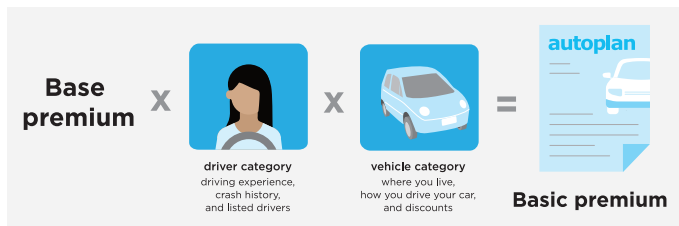
The make, model, and year of your vehicle, type of insurance you choose, and deductible play a role in

determining the cost of Collision, Comprehensive and other optional insurance. Vehicles that cost more to repair or are stolen more often, cost more to insure. These factors do not affect the cost of your Basic insurance.

Part 8—Discounts and savings

Every driver in B.C. will have a driver factor — a 3 decimal number that represents your driving experience and crash history. The driver factor will also take into consideration whether you're a senior or a new resident. The driver factor baseline is 1.000 with a lower number being more favourable. As you gain driving experience, and for each year that you remain crash-free, your driver factor will improve.

Each insurance policy will start with a base premium. The premium then increases or decreases depending on each individual's factors that fall under the driver and vehicle categories.



for your first three years to account for the added risk you represent on our roads. The adjustment decreases for each year, and after three years without an at-fault crash, you will stop incurring the adjustment.

Those who previously held a B.C. driver's licence and are coming back to the province will be considered as though they had never left; the new resident adjustment would not apply. These drivers will keep all their years of experience starting from when they first got their B.C. driver's licence.

New B.C. residents already receive driving experience credit upon starting to drive in B.C. That credit will increase from a maximum of eight years to a maximum of 15. However, their premiums will reflect the additional risk they pose during their first three years driving in B.C. See your Autoplan broker or icbc.com for more details.

Crash history, claim forgiveness, claim repayment

To hold drivers more accountable for their driving decisions, at-fault crashes will have a greater impact than they do today.

When determining a driver's crash history, ICBC will look at the number of at-fault claims that the customer had in the past 10 years and the number of years since their last claim. More recent claims will have a greater impact than older claims.

However, to minimize impacts upon implementation in 2019, we will only look back to March 1, 2017, for at-fault claims history. Claims older than March 1, 2017, will not be used in the new premium calculation. Going forward, we will continue to scan back to March 1, 2017, until 2027 when the full 10-year scan period will be in place.

As ICBC moves to a more driver-based model, at-fault crashes will follow the driver, not the vehicle. For example, if your neighbor borrows your vehicle and causes a crash, the claim will now be attached to the neighbour's driving record, not yours.

Discounts for new residents

As of September 2019, drivers new to B.C. are no longer required to provide previous insurance documents to support their non-B.C. claims history. They need only provide proof of how long they've had a valid driver's licence in another jurisdiction outside of B.C., to receive up to 15 years' experience credit.

Customers who already came from other jurisdictions and got their BC driver's licence before September 1, 2019 will not need to submit any additional documentation. Their previous driving experience will be automatically calculated based on the assumption that they got their driver's licence in another jurisdiction at age 17, and they'll be awarded a maximum of 15 years of out of province experience. Only new residents who get their BC driver's licence (BCDL) on September 1, 2019 onward will need to provide proof of their previous licence history.

If you are new to B.C., have out-of-province driving experience, and obtained a BCDL on or after September 1st, 2019, then you will receive a temporary adjustment to your driver factor. The adjustment will be an increase

Anti-theft device discount

ICBC offers discounts on its Comprehensive and Specified Perils insurance if your vehicle is equipped with a passive electronic immobilizer—an anti-theft device that automatically cuts off power to the vehicle’s fuel, starter, or ignition system. The amount of the discount varies depending on the vehicle type and territory where the vehicle is located. Motorcycles and trailers are not eligible for the anti-theft device discount. See your Autoplan broker for details.

Low kilometre discount

A discount will be applied to vehicles driven less than 5000 km a year. The low kilometre discount is based on the mileage driven over the last 12 months. This is determined by odometer readings from the previous policy term and the policy’s renewal a year later.

Advanced safety technology

Autonomous emergency braking (AEB) has been statistically proven to decrease crashes. Vehicles with a model year of 2006 or later with original, manufacturer-installed AEB technology will be recognized with a new discount on Basic insurance.

The discount requires the registered owner to make a verbal declaration that their vehicle has this feature. If a customer is unsure, they should check with their vehicle manufacturer or dealer before declaring that their vehicle has this technology.

Disability discount

Vehicle owners whose mobility is permanently impaired may qualify for a 25 per cent discount off the cost of Basic insurance. The disability discount is available to a vehicle’s registered owner, joint owner, or lessee who is 16 years of age or older and is “a person with disabilities” as defined in the Motor Fuel Tax Act.

A “person with disabilities” is someone who has one of the following disabilities or who qualifies under one of the following programs:

1. You have lost a limb.
2. You are permanently dependent on a wheelchair.
3. You have complete and permanent functional loss of the lower limbs.
4. Your doctor or nurse practitioner certifies that you have permanent impairment of movement or a mental disability to the extent that it would be hazardous for you to use public transportation (whether or not public transportation is available).

5. Your doctor or nurse practitioner certifies that you have permanent sight impairment to the extent that you are not eligible to hold a B.C. driver’s licence.
6. You have received a letter from Veterans Affairs Canada showing you receive a disability pension from active service (includes civilians who service in support) and the date you began receiving the pension.
7. You receive disability assistance from the Ministry of Social Development and Social Innovation, or you would receive assistance but do not qualify because you are 65 years old or older.

Please note: If you no longer qualify to receive disability assistance or a supplement from the Ministry of Housing and Social Development, please contact the Ministry of Finance, as this may affect your eligibility for the fuel tax refund program.

If you’re “a person with disabilities” whose vehicle is rated for pleasure use, to and from work, business use, or certain recreational or commercial uses, you may qualify for the discount.

You can apply the disability discount to only one vehicle.

Ask your local Autoplan for details.

Before applying for the disability discount, you must first register with the Ministry of Finance for the motor fuel tax refund program for persons with disabilities.

Once your application has been approved, take the following to your local Autoplan broker to apply for the disability discount:

1. registration letter, or your Fuel Tax Refund Program for Persons with Disabilities FDR account number (FDR nnnn-nnnn) provided to you by the Ministry of Finance;
2. owner’s certificate of insurance, and
3. vehicle licence documents.

Applications to register for the Fuel Tax Refund Program for Persons with Disabilities are available from the Ministry of Finance.

For specific details, or to download the application, please visit <http://www2.gov.bc.ca/gov/content/taxes/sales-taxes/motor-fuel-carbon-tax/fuel-tax-refund>; or call the Taxpayer Services information line at 1-877-388-4440.

You can check to see if you’re eligible to receive the disability discount retroactively. To apply for the retroactive discount, you must provide your Autoplan broker with a confirmation letter from the Ministry of Finance stating you’re eligible for the motor fuel tax refund, and the date you first became eligible to receive it. Upon receiving this information, we’ll adjust your

Autoplan premiums if applicable and will send you a refund for the backdated disability discount.

Savings for seniors

If you are 65 or older, you may be eligible for a 25 per cent reduction in the cost of your Basic insurance when insured for pleasure use only. Seniors will now also benefit from more years of driving experience they have — up to 40 years from the current nine years of crash-free driving. However, their discount will be reduced if they cause a crash and eliminated if they cause a second crash within the ten-year scan period.

Disabled seniors who qualify may receive both the senior discount and the disability discount.

Unlisted Driver Protection

If you'd like the flexibility to be able to lend your car occasionally to a driver not listed on your policy, Unlisted Driver Protection can provide peace of mind. This new protection allows unanticipated drivers to drive your vehicle occasionally. Occasional use is up to 12 days in a year, per driver. If you don't have this protection, you could face a one-time financial consequence if an unlisted driver causes a crash in your car.

What does Unlisted Driver Protection cost?

You don't have to pay for this protection to start. As long as unlisted drivers do not cause crashes in your car, this protection will be free. However, if an unlisted driver does cause a crash in your car, and you want to continue to have this protection, then you'll need to pay for it at your next renewal. This is in addition to the one-time financial consequence you may have to pay. If more unlisted driver crashes occur, the cost of this protection will continue to increase.

Exclusions to Unlisted Driver Protection

Even if you have opted for Unlisted Driver Protection, it will not protect you from the financial consequence if any of these people cause a crash in your car, as they should be listed on your policy:

- Household members or employees (of the principal driver, registered owner, or lessee if the vehicle is leased)
- Anyone who has driven any of your vehicles more than 12 days in the last year.

Unlicensed drivers, and those who have already caused a crash in one of your vehicles in the last five years (from September 1, 2019), are also excluded.

If an unlisted driver causes a crash in your car, you could face a one-time financial consequence. This will depend on a number of factors, such as where they are licensed and their driving experience and crash history.

In most cases, if the unlisted driver has a B.C. driver's licence, the consequence is 15 times the cost difference between:

- what the policyholder paid for Basic insurance at their last renewal, and
- what their insurance would have cost, had they listed the driver who caused the crash up to a maximum of \$5,000.

If there is no difference in the premium, there would be no financial consequence. However, you would still need to pay for Unlisted Driver Protection at your next renewal, if you want this protection.

There will be exemptions for extraordinary situations, such as when an unlisted driver uses your car for a medical emergency. Mechanics and valets who may drive your car are covered by their own policy.

Part 9—Determining premiums and payouts under collision, comprehensive and specified perils coverages

Rate group vehicles

Autoplan Collision, Comprehensive and Specified Perils premiums for cars and commercial vehicles with a GVW of 5,000 kg or less are set according to what the insurance industry calls rate groups. Rate groups are based on factors such as the average claim cost, repair costs, engine size and safety features of each make and model of vehicle.

Determining the value of a total loss

If you are involved in a crash and your vehicle is a total loss, settlement of your claim will be based on the actual cash value of your vehicle, that is, the current market value, which is what a buyer would have paid for the vehicle just prior to the loss.

The actual cash value of the vehicle is determined by your ICBC adjuster and estimator. Any receipts, photos or records of independent appraisals you have will help them determine the actual cash value.

For vehicles that are three model years old or newer, you may be eligible to purchase New Vehicle Replacement Plus, Replacement Cost or Limited Depreciation coverage which will provide you with more than just the actual cash value of the vehicle in the event of a total loss. See Part 3 or Part 2, or ask your Autoplan broker for more details about purchasing this coverage.

Declared value vehicles

Autoplan Collision, Comprehensive and Specified Perils premiums for vehicles such as trailers, motor homes, motorcycles, industrial and commercial vehicles with a GVW of 5,000 kg or more, snowmobiles, all-terrain vehicles, golf carts, modified and modified collector vehicles are set on a vehicle-by-vehicle basis using your declared value of the vehicle. That's because the values of these vehicles can vary widely and they may have custom features.

Determining declared value

The declared value should be the current market value of the vehicle, including taxes, and the depreciated value of the vehicle's permanently attached equipment. You should review the declared value of your vehicle at least twice a year because it can change due to such things as current market value, inflation, or changes you make to the vehicle or its attached equipment.

When the declared value is too high

Use caution when determining the declared value of your vehicle. You will only be paid the actual cash value of

your vehicle in the event of a total loss; if your declared value is too high, your premiums will be too high for the coverage you will receive.

When the declared value is too low—total losses

If the vehicle's declared value is too low—below the actual cash value—the most you will be paid in the event of a total loss claim is the value you declared, less your deductible.

You can change your declared value at any time by visiting your Autoplan broker.

When the declared value is too low—partial losses

Your premium is based on the assumption that the vehicle's full value is insured; therefore, if you underinsure your vehicle and it has to be repaired as a result of a claim, a co-insurance clause applies. The co-insurance clause means you will have to pay a portion of the loss yourself if your vehicle's declared value is less than 90 per cent of its actual value. (This does not apply if the value you declare is less than \$10,000 and the actual cash value at the time of the claim exceeds the declared value by less than \$1,000.)

If the declared value is more than 90 per cent of the actual cash value at the time of the loss, no co-insurance applies. The claim will be paid up to your declared value less your deductible.

Part 10—Buying or selling a vehicle

Buying or selling a vehicle involves registering the change of ownership. All transfers of ownership of vehicles registered in B.C. must be registered within 10 days of purchase.

To register, the buyer must take the seller's original copy of the Vehicle Registration and a signed transfer form to an Autoplan broker. Transfer forms are available from any Autoplan broker's office. For information about researching used vehicles and completing the sales paperwork visit icbc.com and search for **buy a used vehicle**.

Documents required

To get insurance and new licence plates for the vehicle, the buyer needs the Transfer/Tax Form and the current Vehicle Registration from the seller. To cancel the seller's insurance on the sold vehicle or transfer it to a new vehicle, the seller needs the Owner's Certificate of

Insurance and Vehicle Licence, the vehicle's old licence plates and picture identification. All documents must be originals—no photocopies.

ICBC Vehicle Claims History Reports

Before you buy a used vehicle, you may want to purchase an ICBC Vehicle Claims History Report. It tells you:

- whether a vehicle has had any damage claims with ICBC
- the type of claim (collision, vandalism, and so on).
- the date the damage occurred and the amount paid or the amount of the outstanding damage estimate, if available
- the location of the primary area of damage (available for most claims)
- the vehicle's status (normal, rebuilt, salvage and so on). The report also provides a definition of the status

- if the vehicle may be required to pass a mechanical/safety inspection (due to an outstanding Notice and Order number 1 or number 2)
- if there may be certain restrictions (other than the requirement for a mechanical inspection) that might prevent the vehicle from being licensed (such as a court order which prevents a customer from transferring the vehicle into their name; if the vehicle has been reported as stolen, and so on).
- whether the vehicle has been imported from another jurisdiction (the report will state if the vehicle is a Canadian or foreign import, but the date the vehicle entered B.C. isn't available.)

The report can be obtained on icbc.com or by calling 604-661-2233 or toll-free 1-800-464-5050.

Please note: Information isn't available for some vehicles formerly insured under Fleetplan or garage policies or by private or out-of-province insurers. Also, repairs that were completed privately will not show up on the report.

For more information, please see icbc.com, under "Buying a used vehicle".

Transferring insurance to the new vehicle

When you buy a B.C.-registered vehicle, you may operate it for up to 10 days from the date of purchase using valid B.C. licence plates from your old vehicle, as long as your old vehicle has been sold or disposed of before you attach the plates to the new vehicle, and provided the plates are compatible with the vehicle. For

example, passenger vehicle plates may only be attached to a passenger vehicle, and pick-up truck plates to a pick-up truck.

During those 10 days you must carry the following items in the vehicle:

- The Transfer/Tax Form for your new vehicle which you and the previous owner have signed.
- The original Owner's Certificate of Insurance and Vehicle Licence for your old vehicle.
- The seller's original Vehicle Registration for your new vehicle or the signed and dated Bill of Sale if you bought a new vehicle from a dealer.

If your old vehicle has not been sold or disposed of, your old licence plates cannot be displayed on your new vehicle. You must obtain new licence plates and insurance for your new vehicle immediately or process the transfer of plates at an Autoplan broker.

The licence plates on a vehicle are issued to the owner, not the vehicle. They must either be transferred to the owner's new vehicle or returned to an Autoplan broker to cancel the insurance.

To register the transfer of ownership, you must take the seller's copy of the Vehicle Registration, a signed transfer form and picture identification to an Autoplan broker within 10 days of the date you bought the vehicle.

If you are not transferring insurance and licence plates from a vehicle you previously owned, visit an Autoplan broker and arrange for a temporary permit or insurance and licence plates before you take possession. The previous owner's licence plates must not be left on the vehicle.

Part 11 — Driver premiums

Drivers with more driving offences or convictions get involved in more crashes than other drivers—twice as many crashes in fact. Customers tell us that these drivers should pay more for the higher risks and related claims costs they represent on our roads.

If you are guilty of violating traffic rules or if you are convicted under certain sections of the Criminal Code of Canada (such as driving while impaired), you will be fined and may pay a driver premium as a result, either a Driver Penalty Point (DPP) Premium or a Driver Risk Premium (DRP). The amount of premium to be paid is based upon the number of penalty points and/or suspensions and/or types of convictions that are recorded against your driving record.

Please note: the driver premiums, DPP and DRP, are separate from Autoplan insurance premiums and are in addition to the fines carried by specific driving offences. There are two driver premium programs, DPP and DRP, but you can only be billed under one or the other program each year, whichever results in the highest premium. We will send you the DPP/DRP premium invoice approximately one month before your annual assessment date, which is usually your birthdate. Failure to pay the driver premium may result in you not being able to do certain transactions with us, such as renewing your auto insurance or your driver's licence.

The Driver Penalty Point (DPP) Premium

If you accumulate four or more driver penalty points against your driving record during a 12-month period that ends five months before your birthdate, you may be billed a DPP Premium. The amount of this premium is based upon the number of points recorded against your driving record (and the higher the number of penalty points the higher the premium).

Please note: driving offences are only billed once. Driving offences that occurred before the time period described above, may also be included in your bill.

The Driver Risk Premium (DRP)

The Driver Risk Premium (DRP) will have to be paid if you have:

- one or more driving-related Criminal Code convictions
- one or more 10-point Motor Vehicle Act convictions
- one or more excessive speeding convictions
- two or more roadside suspensions/prohibitions
- two or more distracted driving convictions.

If you accumulate these offences on your driving record during the 36 month period that ends five months before your birthdate, you may be billed a DRP. The amount of this premium is based upon the number and the type(s)

of convictions and/or suspensions recorded against your driving record (and the higher the number of convictions and/or suspensions the higher the premium). This is an annual bill, and a conviction and/or a suspension will be considered for three billing periods.

More Information

If you'd like more information about your driver premiums:

- Go to [icbc.com/driver-licensing/tickets-and-penalties](https://www.icbc.com/driver-licensing/tickets-and-penalties).
- Call ICBC's Insurance Services at 604-661-2800 (Lower Mainland) or toll-free 1-800-663-3051 (rest of B.C., Canada and the USA).

If you'd like copies of your driving record:

- Visit a driver licensing office (go to [icbc.com/driver-licensing](https://www.icbc.com/driver-licensing) to find a location near you).
- Call ICBC Driver Licensing at 250-978-8300 (Victoria) or toll-free 1-800-950-1498 (elsewhere in B.C.).
- Write to (make sure you include your name, date of birth and signature):

ICBC Driver Licensing Safety and Security
Box 3750
910 Government Street
Victoria, BC Canada V8W 3Y5

Part 12—ICBC's fairness process

If you're not satisfied with a decision, procedure or policy, we're listening. Here's what you can do.

1. If you have a complaint or concern, speak first to the manager or supervisor at the ICBC office you've been dealing with. He or she can look into your concern, and advise you about further dispute remedies that are available to you if needed.
2. If you still aren't satisfied, contact our Customer Relations department at 604-982-6210 or toll-free at 1-800-445-9981.
3. If you're still not satisfied after completing steps one and two, you may write to our Fairness Commissioner at:

ICBC Fairness Commissioner
PO Box 86686
North Vancouver, BC V7L 4L2

Or submit your request online at:
[icbc.com/about-ICBC/raising-concerns/fairness-commissioner](https://www.icbc.com/about-ICBC/raising-concerns/fairness-commissioner).

4. If you're still not satisfied, consider contacting the Office of the Ombudsperson toll-free at 1-800-567-3247 or fax 250-387-0198. For more information, see www.bcombudsperson.ca.

Part 13—Fighting fraud

The insurance industry estimates that 10 to 15 per cent of claims dollars are paid for fraudulent claims. At that rate, fraud costs an average ICBC policyholder about \$150 a year. To combat this, we have developed anti-fraud measures aimed at controlling premiums and providing better service for honest customers.

Our Special Investigation Unit (SIU) employs highly trained and experienced Peace Officers and Fraud Investigators who work closely with police and our claims staff to uncover and investigate all forms of fraud. You can help. If you know that someone is making a fraudulent claim, call our Tip Line at 604-661-6844 (Lower Mainland) or 1-800-661-6844 (elsewhere in B.C.).

Part 14—Information and privacy

We are committed to protecting your personal information. The Information and Privacy department can help you with any questions or concerns regarding how we handle your personal information.

If you need information from our files to help resolve your concerns, please contact our representative who has been handling your issue.

If you feel you need to send a formal request in writing, your letter should include your name, address, contact phone number and a full description of the information you are requesting.

Please send your letter to:

ICBC Information and Privacy department
151 West Esplanade
North Vancouver BC V7M 3H9
Fax: 604-443-4562

Part 15—What to do after a crash

Step one

If anyone's injured, call 911.

Move the vehicles off the road if it's safe to do so.

Avoid discussing who's at fault for the crash.

Step two

Get details.* Record the following for all the vehicles and drivers involved in the crash:

- driver's name, driver's licence number, province/state and contact info
- licence plate and year, make and model of vehicle
- insurance details if the vehicle isn't from B.C.

* You may also need to provide this information to the police.

Step three

See if there were any witnesses. Record their names and contact info.

Step four

Describe the crash scene (if possible take photos or use the diagram on the back):

- What were the date, time and location?
- What were the weather and road conditions?
- What direction were each of you travelling?
- Where was your vehicle and what lane were you using?
- Where was the other vehicle?

Step five

Our Dial-a-Claim staff is here to help you:

- 604-520-8222 (Lower Mainland)
- 1-800-910-4222 (elsewhere in B.C., Canada or U.S.)

Translation services available.

When you're ready to select a repair shop, go to icbc.com. ICBC has accredited more than 400 auto body shops throughout B.C. By taking your vehicle to an ICBC c.a.r. shop or c.a.r. shop VALET facility, your repairs are guaranteed for as long as you own your vehicle.

Crash scene details

date _____ time _____ am pm

location _____

weather and road conditions _____

Other vehicle(s)

year _____ make _____ model _____

licence plate number _____ driver's licence number _____

driver's name _____ telephone _____

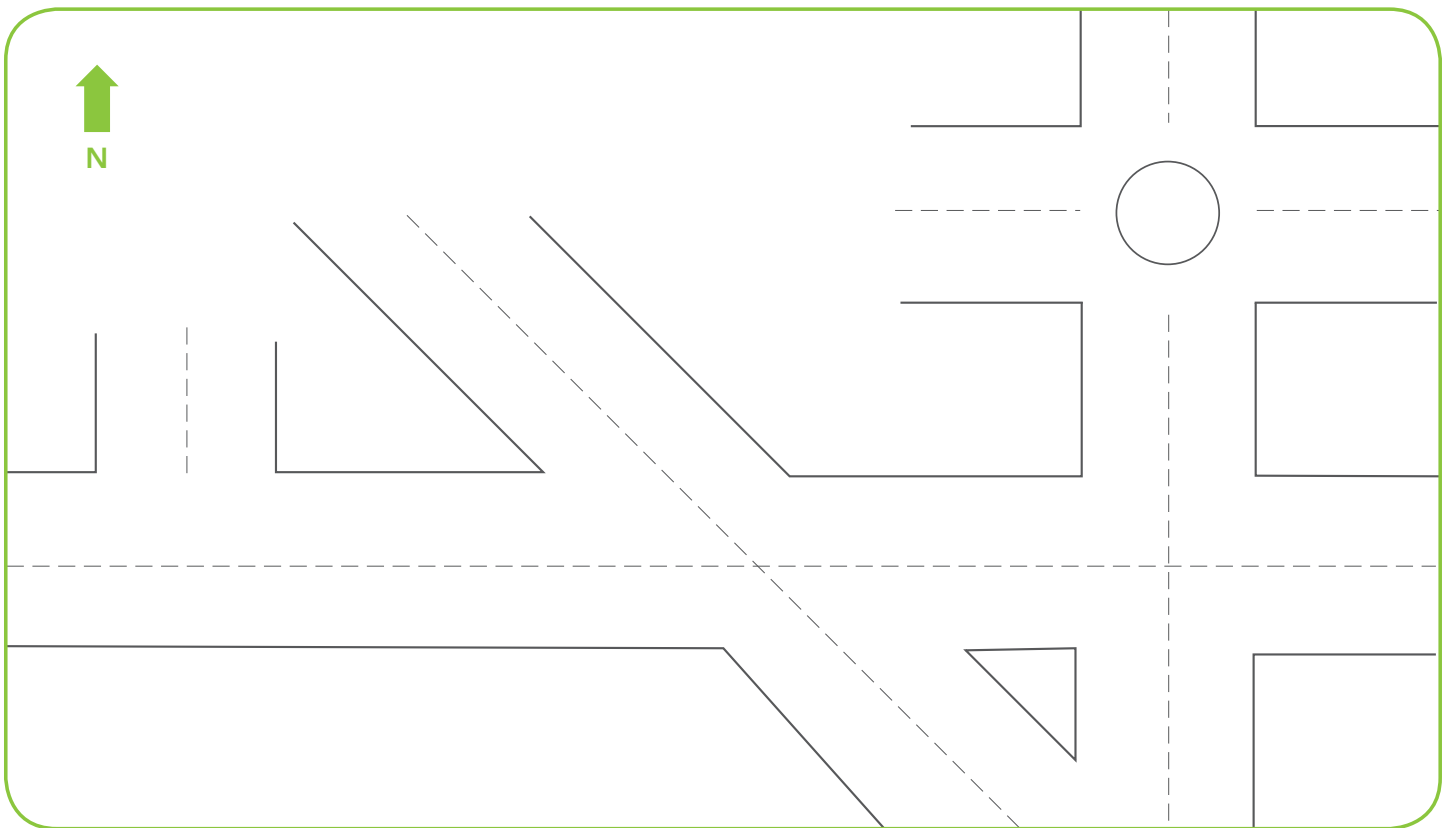
other insurance company and policy number (if not ICBC) _____

Witness info

name _____ telephone _____

name _____ telephone _____

Use diagram below to tell us what happened.



What if my car can't be driven from the scene?

- Call a tow truck—have your vehicle towed to a place where it can be stored securely. If you have ICBC Collision coverage, or if the other vehicle driver is responsible for the crash, towing and storage charges will form part of your claim.
- Make a police report—if the combined total property damage appears to exceed \$1,000 (\$600 for motorcycles), make a police report.
- Call Dial-a-Claim—report your crash. We will either tow your vehicle to a claim centre for a damage estimate, or tow it directly to a repair shop and estimate it there.

What if it's a hit-and-run?

- Ask if anybody saw it happen—if they did, get names and phone numbers.
- Make a police report—this is mandatory for all hit-and-runs. The police will give you a police

file number that you will need when you call Dial-a-Claim.

- Call Dial-a-Claim—report the claim.
- Supply a sworn affidavit if requested—our claims staff may request this of you. They'll examine your vehicle, and may visit the crash scene and interview witnesses before settling the claim.

Is there a time limit on lawsuits?

In most instances you have two years from the date of loss to conclude your vehicle repairs or personal injury claims, but limitation periods will vary depending on the type of claim and other circumstances. Your adjuster can give you more information on your specific situation. However, you must be aware of any limitation periods that apply to your claim, and you may be required to take legal action in order to avoid having your claim declined due to a missed limitation period.

Part 16—More information

For other information about Autoplan insurance, see your local Autoplan broker or call ICBC's Customer Contact department.

To report a claim, call Dial-a-Claim:

- 604-520-8222 (Lower Mainland)
- 1-800-910-4222 (elsewhere in B.C., Canada or U.S.)

If you've had a crash with no injuries, or want to report vandalism or theft from your vehicle, you can do that quickly and easily anytime online at icbc.com.

For general inquiries, call ICBC Customer Services:

- 604-661-2800 (Lower Mainland)
- 1-800-663-3051 (elsewhere in B.C., Canada or U.S.)

Need your claims history and/or driver records report:

- 604-661-2255 (Lower Mainland)
- 1-888-715-7775 (B.C. only)

Buying a used vehicle and/or need an ICBC Vehicle Claims History Report:

- 604-661-2233 (Lower Mainland)
- 1-800-464-5050 (elsewhere in B.C., Canada or U.S.)

To enquire about your B.C. driver's licence:

- 250-978-8300 (Greater Victoria)
- 1-800-950-1498 (elsewhere in B.C., Canada or U.S.)

To report a suspicious claim or activity: TIPS line

- 604-661-6844 (Lower Mainland)
- 1-800-661-6844 (Canada only)