



## Vehicle licensing & insurance bulletin

# Licensing and insurance documentation and decals during COVID-19 outbreak

With the COVID-19 situation rapidly evolving, ICBC has set protocols to help British Columbians access vehicle licensing and insurance services they need without in-person contact.

During this outbreak, Autoplan brokers will be able to process renewals over the phone. Therefore, some BC motorists temporarily may not have regular documents or decals. Instead, some B.C. motorists may have:

- digital copies of B.C. insurance certificates
- printed copies of insurance certificates not on regulated format paper, and
- recently expired decals (decals may be mailed for phone transactions and could be delayed).

Motorists are still required to have a valid licence and insurance. Law enforcement will be able to access motorists' current licence and insurance through the police CPIC and ICBC databases.

These new procedures are effective immediately and remain in place until further notice.

For more information, see today's [BC government news release](#).

A handwritten signature in black ink, appearing to read 'John Kilpatrick', is positioned above the name and title.

John Kilpatrick  
Manager, Provincial Vehicle Registration, Licensing and Insurance



## *Distribution list*

### **B.C. Ministry of Environment**

Conservation Officer Service (Chief C.O.)

### **B.C. Ministry of Forests, Lands and Natural Resource Operations**

Compliance and Enforcement Branch (Director)

Engineering Branch (Director)

Land Tenures Branch (Manager responsible for ORVs)

Resource Worker Safety (Director)

### **B.C. Ministry of Public Safety and Solicitor General**

CPPO (Directors of Policy & Legislation and Corporate Initiatives)

Police Services Division, Road Safety Unit (Director)

RoadSafetyBC, Policy Unit (Director)

### **B.C. Ministry of Transportation and Infrastructure**

CVSE (Director)

CVSE (Deputy Director)

Provincial Permit Centre (Manager)

Transportation Policy & Programs Dept. (Exec. Director)

Transportation Policy Branch (Manager)

### **Canadian Border Services Agency**

#### **Law Enforcement**

BC Association of Chiefs of Police

Municipal Police forces

PRIME-BC

RCMP "E" Division, Traffic Services (Officer in Charge)

RCMP, Lower Mainland District Traffic Services (Officer in Charge)

### **Other Jurisdictions**

Canadian Council of Motor Transport Authorities (CCMTA)

American Association of Motor Transport Authorities (AAMVA)

### **Registrar of Imported Vehicles**

RIV Policy, Standards & Enforcement (Compliance Manager)

### **Toll operators**

### **Transport Canada**

Motor Vehicle Regulation Enforcement (Director)

Road Safety and Motor Vehicle Regulation (Director General)

### **U.S. Customs & Border Protection**

#### **ICBC**

Business Education - Insurance

Claims Services (Personal & Commercial)

Commercial Insurance / CUS & GU

Communications, SE & Road Safety

Driver Licensing Policy & Standards

Insurance & DL Contact Centres / BEU / Ins.

Op Support / Ins. Procedures & Bus. Change

Insurance Product Services

Insurance Sales & Distribution

Insurance Strategy & Pricing

Insurance Underwriting

Procurement Operations

Vehicle Registration Programs / Specialty

Vehicle Registration Services