

PI assignments

Requirements and information



ICBC may only select a private investigator (PI) or PI firm from our pre-qualified list to perform investigative services on our behalf. Details on the processes are outlined below.

Accepting an assignment

PI/PI firms that have been selected for an assignment will receive a call from a claims adjuster to confirm their email address. After this occurs, the adjuster will email a copy of the PI Assignment/Assessment form (CL465) to the PI/PI firm.

If you receive an assignment/assessment form, please review it to ensure the assignment details and instructions are clear, and respond to the adjuster via email **within 24 hours** to acknowledge whether you are able to accept the assignment. Please also send a copy of your response to claims.services@icbc.com. In the event the PI/PI firm is unable to respond within 24 hours, ICBC may contact another PI on the pre-qualified list.

Once you have submitted your response, please start the assignment as outlined on the CL465. All assignments must be completed in accordance with the [Performance Standards](#) located on the ICBC business partners' page.

After you have completed the assignment, submit a detailed and thorough written report to the handling claims adjuster.

Resource number

Every pre-qualified PI must have an ICBC resource number. An approved PI/PI firm is unable to assign work to an investigator without one. Please advise ICBC of any changes to investigative staff – even those with existing resource numbers – before they do work on behalf of ICBC and our customers.

PIs can work for more than one firm but must be listed as employees for each pre-qualified PI firm that they work for (sub-contracting is not permitted under the Performance Agreement with the exception that a firm may partner with another ICBC approved firm if it becomes necessary mid-assignment to have the other firm assist with a part of an investigation that may require another skill set or to meet geographical requirements; and there is no conflict of interest as outlined in section 3.2.). PI resource numbers are not transferable between firms unless approved in advance by ICBC.

PI firms should ensure they understand the "Notification of Changes" requirements as outlined in the [Performance Standards](#).

Completing assignments – pre-qualified firms

ICBC's current list of approved PIs went into effect August 1, 2015. Approved PIs should submit invoices at the rates that went into effect August 1, 2015, and include the resource number of the PI(s) that completed the assignment.

Completing assignments – non-pre-qualified firms

If you were an approved PI service provider prior to August 1, 2015, but are not on the approved list going forward, please note the following dates for completing assignments and submitting invoices:

- August 15, 2015: Deadline for firms that are no longer on the approved list to complete outstanding PI assignments.
- September 1, 2015: Billing deadline for firms that are no longer on the approved list to submit invoices for outstanding work.

PI firms not on the pre-qualified list have the option of securely storing ICBC records or returning file material to ICBC. File material can be sent, **at no cost to:**

ICBC - Claims Services
Attention: Advisor, Injury Technical & Program Support
465 5th Avenue West
Vancouver BC V5Y 3Z3

Please email claims.services@icbc.com to make the arrangements to receive the material.