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May 25, 2021

Attn: Collision Repair Program Participants

RE: Collision Repair Program Tiering

Dear business partners,

The Collision Repair Program Tiering process is now complete and will go into effect by the end of day on May 28th. Tiering goes into effect over multiple days due to various systems and facilities that require updating.

Tiering

Program Participants will be recognized regionally as Tier 1, Tier 2 or Assessment Tier, based on the Participant's eligibility and regional KPI performance from the previous measurement period. You can confirm your Collision Tier by accessing your ICBC Collision Program profile in Entegral. From the Administration section, you will find your Collision Tier located near the bottom of the page, specifically question 17.

We would like to remind all Participants to refer to Post Acceptance Program Activities ([Section 5](#)) of the Collision Repair Program Guide for information related to Tiering and the Repair Network Locator. In addition, Advertising ([Section 10](#)) outlines the advertising requirements including permitted use of ICBC Repair Network Top Performer logos for facilities recognized as Tier 1.

Your Account Services Representative will contact you directly to review your Tier status and associated operational impacts.

ICBC Repair Network Locator

As a result of Tiering, the locator tool on ICBC.com will be updated on May 28. Participant locations are listed relative to their current annual Tier status. This means Tier 1 Participants will be listed ahead of Tier 2 and Assessment Tier Participants.

Next Measurement period

The next measurement period runs from **May 1, 2021** until **April 30, 2022**. Criteria for the next measurement period is outlined below.

Tier 1: 25 per cent of the highest performing facilities in each region will be eligible for Tier 1 status. For example, if there are 12 Participants in a region, the top 3 eligible Participants would be placed in Tier 1.

Tier 2: The Tier 2 minimum threshold will be set at **35%** below each region's average index score. For example, if the region's average score is 655, the minimum threshold for Tier 2 will be 426.

Assessment Tier: Any Participant with an overall KPI score below the Tier 2 minimum threshold for their region will be placed in the Assessment Tier at the next Static Tiering Date. Participants in the Assessment Tier that do not meet the Tier 2



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requirements within the measurement period will be removed from the program upon next tiering date.

We will review Participants with lower than average paid claim volume to confirm that the Participant's rank within their region is appropriate for tiering purposes. This ensures a Participant's Program Rank is based on a valid, comparable volume of KPI data.

We will continue to look for ways to improve and streamline the Collision Repair Program through industry feedback and consultation.

If you have questions related to the Tiering, the locator tool or the next measurement period, please contact your [Account Service Representative](#) who is best positioned to answer your questions.

Regards,

Greg Beauregard
Director, Material Damage Strategy and Programs