

Dear business partner,

We would like to remind you that the following [temporary measures](#) will expire on September 7:

- Pre-repair and post-repair vehicle sanitization policy
- Interior photos policy

This means you will not be able to invoice for vehicle sanitization as follows:

- collision claims that have a **vehicle in date** on or after September 8, 2021
- glass claims with a **date work completed** on or after September 8, 2021
- commercial claims with **estimates written** on or after September 8, 2021
- towing claims with a **first tow date** on or after September 8, 2021
- **rental transactions commencing** on or after September 8, 2021

We introduced these temporary policies last year as a courtesy, rather than based on a government directive or public health requirement. These measures were implemented at a time when less was understood about the COVID-19 virus. In addition to vaccinations, the best protective measures continue to be following current health orders which include wearing a mask, washing your hands and staying home when you're not feeling 100 per cent.

The decision to discontinue these fees aligns with our current practices for our workplaces and driver examinations. If you have any questions, please reach out to your Account Services Representative.

Thank for your continued commitment to providing our mutual customers with safe, consistent, quality services.

Greg Beauregard  
Director, Material Damage Strategy and Programs