

**Subject: ICBC releases glass repair program guide**

Attention: Base glass suppliers

As you know, ICBC is making changes to its glass program.

One of the main reasons we're updating our program is due to advancements in the vehicle industry that have increased the need for specialized equipment and training. We're updating requirements to ensure glass suppliers have the capability to complete glass repairs and replacements for the majority of today's vehicles according to manufacturer standards.

ICBC announced that the new glass repair program will be implemented on March 2, 2020 – as of this date, we will begin phasing out the base glass suppliers over a period of two years.

As a base glass supplier, effective March 2, 2022, you will no longer be able to use your ICBC account number to directly invoice ICBC. You will, however, still be able to complete ICBC glass replacement claims as a non-supplier. As a non-supplier, you must collect the full amount from the customer. ICBC customers attending a non-supplier must pay the glass claim in full and then submit the invoice to ICBC for reimbursement consideration.

If you are interested in applying to the new glass program, we invite you to review the [glass repair program guide](#) for minimum requirements, including equipment and training. Please note that there will be a 3-month moratorium on new applications starting March 2, 2020.

Should you have any questions, please complete and submit the [inquiry form](#) on our [Business Partners page](#). We look forward to working together as ICBC transitions into the new glass repair program.

Kind regards,

Greg Beauregard  
Director, Material Damage Strategy and Programs