



ICBC Glass Repair Program Kick-off Meeting

January 16, 2020





ICBC Glass Repair Program

Facilitator



Juliet Irwin

Change Management

WebEx Host



ICBC Glass Repair Program

Housekeeping – Q&A

During the session, we will use the following interactions:



Expand or minimize the feature

Select who you want to send your question to. Please send to "All Panelists".

Type your question here

Q&A

All (0)

Ask: All Panelists

Will you be posting the materials from today's event?

Send



ICBC Glass Repair Program

Competition Act: Law Compliance

- ICBC, its employees, the association, association staff and individual attendees (collectively the “Attendees”) give high priority to full compliance with both the letter and spirit of the federal Competition Act (the “Act”).
- During meetings and programs, the Attendees will not condone or permit any discussions, whether official or “unofficial” or “off the record”, of price-fixing, collective refusals to deal (i.e., boycotts), blacklisting, market division/allocation, supply restrictions or other anti-competitive activities that may contravene the Act.
- If, at any time during the course of a meeting, any Attendee believes that a sensitive topic under the Act is being discussed, or is about to be discussed, they will advise the chair of the meeting and ask that such discussions stop.
- Similarly, Attendees at any meeting should not hesitate to voice concerns they may have in this regard. Such discussions must also be avoided before, after and on the “fringes” of meetings.



ICBC Glass Repair Program

Welcome



Kevin Walsh

*Manager, MD Program
Services*



Tina Clark

*Business Process
Advisor*



ICBC Glass Repair Program

Program Redesign

- Launch date
- Contracts
- Program guide highlights

Roles at ICBC

- Glass Compliance and Support Rep
- Account Rep
- Account Manager
- Program Manager
- QA Specialist

Entegral

- Overview
- Consent Process
- Demo

On-site Coordinator (OSC)

- Roles
- Responsibilities

Next Steps

- Resources
- Feedback
- Mentimeter Survey





ICBC Glass Repair Program

ICBC Glass Repair Program Launch



The ICBC Glass Repair Program (previously called Glass Express Program) will be implemented on March 2, 2020.



ICBC Glass Repair Program

Program Benefits

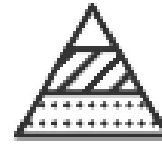
The benefits of the program include:



Increased
claim efficiency



Collaboration
between ICBC and
Participants to
continuously
improve service
efficiency for
customers



Enhanced
marketing exposure
and benefits for
Tier 1 and Tier 2
Participants



Adding system
capabilities to
improve functionality
and straight through
processing



ICBC Glass Repair Program

Contract Reminder

- The new Glass Repair Program Guide and agreement were shared with facilities on January 13th.
- Review the Glass Repair Program Guide and Agreement and seek independent legal advice.
- To participate in the new program, please return a copy of the **entire** glass repair agreement signed by an authorized signatory to ICBC before March 2, 2020.





ICBC Glass Repair Program

Program Guide

Glass Repair program guide



- Day-to-day operating guideline for Glass repair facilities
- Posted and available on MD Partner's site
- Principles of design were developed with feedback from Industry Advisory Committee (IAC) and reviewed with industry through province wide roadshows
- Reviewed with Technical Working Group



ICBC Glass Repair Program

Program Guide High Level Changes

Program Guide Heading	High Level Change
Scope & Benefits	Updated wording to be more relevant to the program redesign and objectives.
Application Criteria	Better outline the criteria for program application
Applicants	Updated section to recognize the various types of applications ICBC can receive.
Program Requirements	Updated wording around Minimum Program Requirements, Safe Proper Repairs/Replacement and Glass Replacement Warranty.
Post Acceptance Program Activities	New section identifying Tiering and program movement along with Benefits
Performance Management	Updated section around Performance Reviews, Quality Assurance, Disputes, Key Performance Indicator's (KPIs)
Windshield Repair	No major changes made
Program Standards	Updates made around initiating / processing claims
Documentation & Invoicing	Updated images section and documentation sections



ICBC Glass Repair Program

Shared Benefits Program



$$\text{Repair Ratio} = \frac{\text{Windshield Repairs}}{\text{Windshield Repairs} + \text{Windshield Replacements}}$$

Note: Vehicles with a GVW greater than 8,800 kg are excluded from the Repair Ratio.



ICBC Glass Repair Program

Shared Benefits Program



**Repair Ratio =
30%**

85 Windshield Repairs

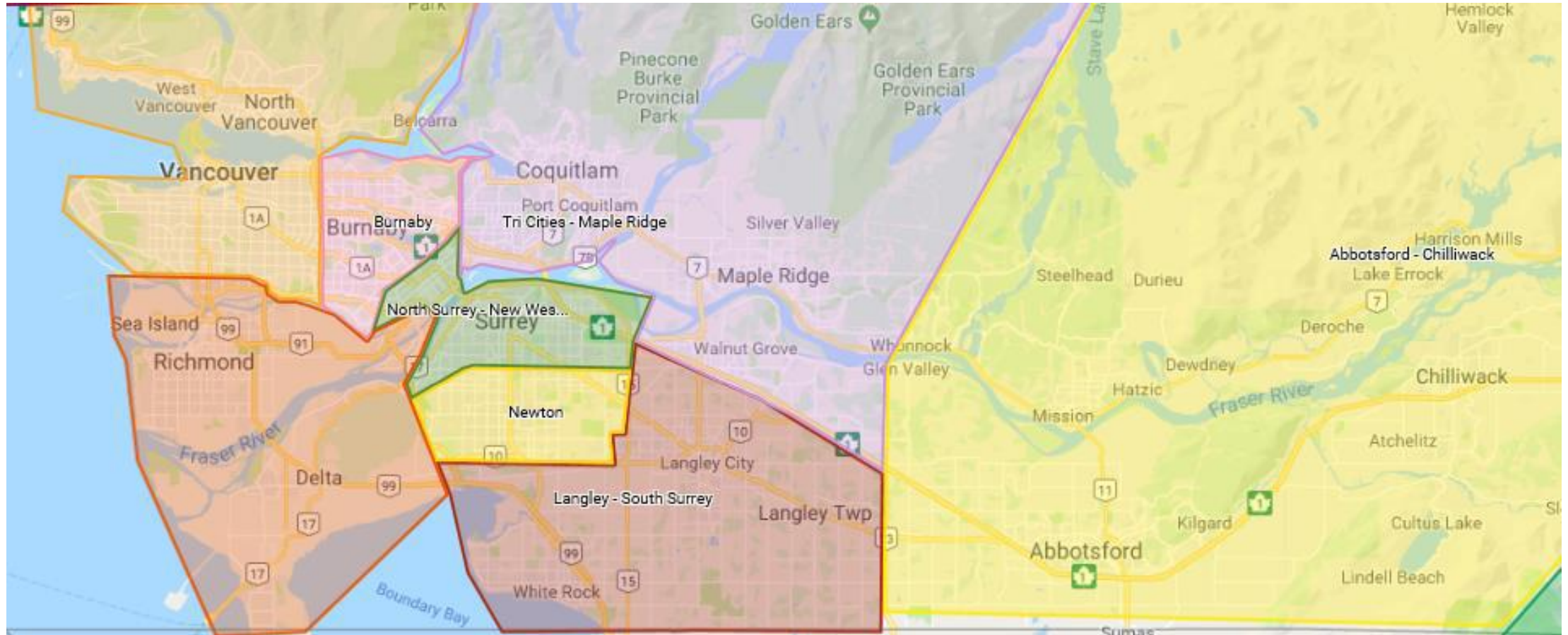
**85 Windshield Repairs + 198
Windshield Replacements**

Note: Vehicles with a GVW greater than 8,800 kg are excluded from the Repair Ratio.



ICBC Glass Repair Program

Regions – Lower Mainland



Dense Lower Mainland split into 9 regions to provide better coverage and to equalize regions across BC.



ICBC Glass Repair Program

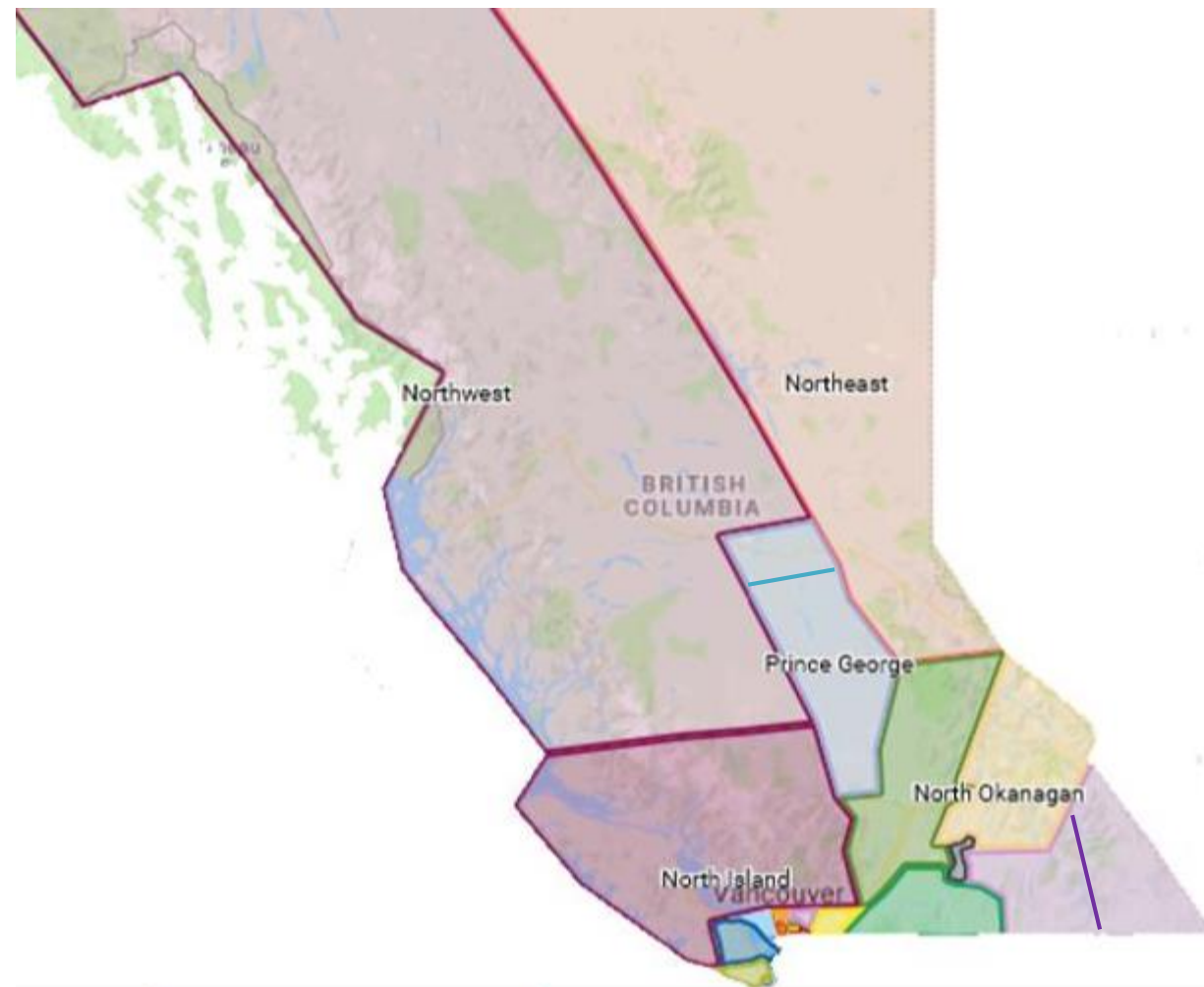
Regions – Outside Lower Mainland

Kootenays

- East Kootenays (including Cranbrook, Creston, Fernie, Golden, Jaffray and Kimberly).
- West Kootenays (including Balfour, Castlegar, Fruitvale, Grand Forks, Nakusp, Nelson, Rossland, and Trail).

Prince George

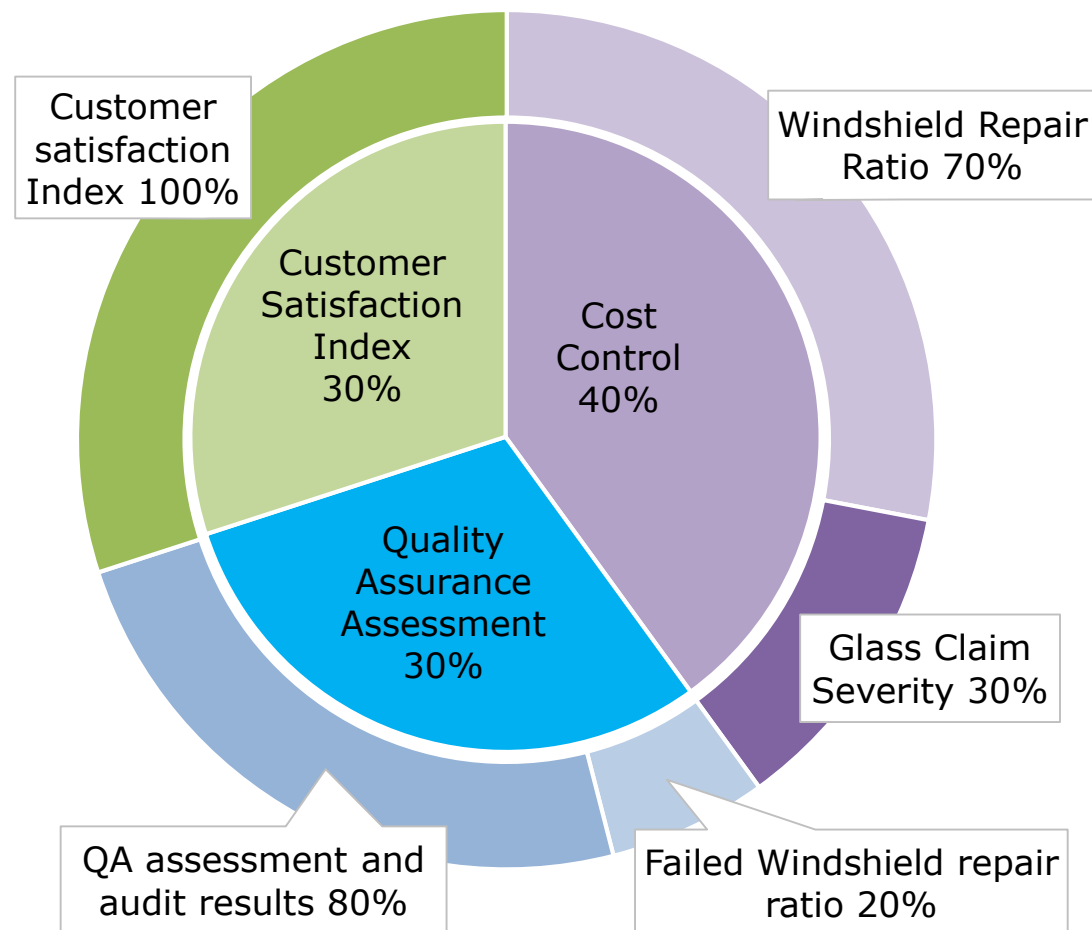
- Prince George and Vanderhoof
- The area south of Prince George including the towns of Quesnel, Williams Lake and 100 Mile House.





ICBC Glass Repair Program

Key Performance Indicators (KPIs) Overview





ICBC Glass Repair Program

KPI Details – Cost Control

KPI Measure	KPI Weighting		KPI Components	Data Description
	Overall	Sub-Weighting		
Cost Control	40%	70%	Windshield Repair Ratio	Total paid windshield repair claims divided by the Total paid windshield claims (Excludes vehicles with GVW greater than 8,800kg)
		30%	Glass Claim Severity	Total net payment amount divided by the Total paid glass claim count
QA	30%	80%	Overall file score	Derived from the completion of the QA assessment form
		20%	Failed Windshield Repair Ratio	Total failed repairs divided by total of windshield repairs. Expressed as %
Customer Satisfaction Index	30%	100%	Net Promotor Score	Customer Survey Results



ICBC Glass Repair Program

KPI Details – QA Assessment

KPI Measure	KPI Weighting		KPI Components	Data Description
	Overall	Sub-Weighting		
Cost Control	40%	70%	Windshield Repair Ratio	Total paid windshield repair claims divided by the Total paid windshield claims (Excludes vehicles with GVW greater than 8,800kg)
		30%	Glass Claim Severity	Total net payment amount divided by the Total paid glass claim count
QA	30%	80%	Overall file score	Derived from the completion of the QA assessment form
		20%	Failed Windshield Repair Ratio	Total failed repairs divided by total of windshield repairs. Expressed as %
Customer Satisfaction Index	30%	100%	Net Promotor Score	Customer Survey Results



ICBC Glass Repair Program

KPI Details – Customer Satisfaction Index

KPI Measure	KPI Weighting		KPI Components	Data Description
	Overall	Sub-Weighting		
Cost Control	40%	70%	Windshield Repair Ratio	Total paid windshield repair claims divided by the Total paid windshield claims (Excludes vehicles with GVW greater than 8,800kg)
		30%	Glass Claim Severity	Total net payment amount divided by the Total paid glass claim count
QA	30%	80%	Overall file score	Derived from the completion of the QA assessment form
		20%	Failed Windshield Repair Ratio	Total failed repairs divided by total of windshield repairs. Expressed as %
Customer Satisfaction Index	30%	100%	Net Promotor Score	Customer Survey Results



ICBC Glass Repair Program

Quality Assurance (QA) Assessments

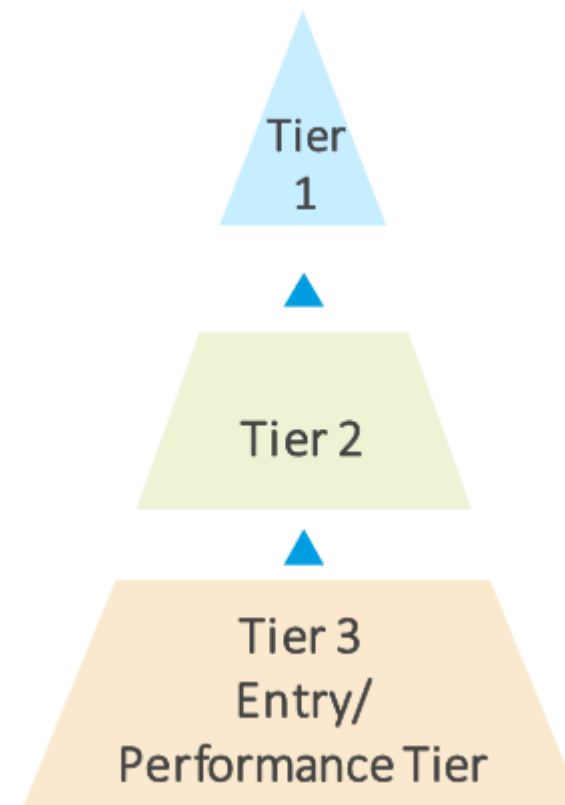
- ICBC will be monitoring and evaluating glass repair shop's adherence to ICBC's program standards through QA Assessments.
- QA assessments will review the following areas: Core Estimate, Documentation, Policy & Procedure and Photos recognizing both positive and negative compliance
- QA assessments may be individually or randomly initiated by ICBC at any time without notice, and are conducted on invoices regardless of status.
- Participants are notified and required to upload their documentation within 7 days to the Vehicle Damage Image Application (VDIA) system, if applicable. The VDIA system replaces CDIS.
- There will be a link to the QA application as well as VDIA on the MD Partner's site at program launch.



ICBC Glass Repair Program

Performance Management

Repair facilities with low Key Performance Indicators (KPIs) would be motivated to improve performance to realize the benefits available through a higher tier or risk being moved to a lower tier, placed in performance review, or removed from the program.





ICBC Glass Repair Program

ADAS Calibration Documentation Requirements

Advanced Driver-Assist Systems (ADAS) Calibration documentation showing:

- calibration requirement (i.e. OEM or aftermarket calibration procedures)
- calibration type required (i.e. static, dynamic, universal)
- successful calibration completion, and
- sublet invoice detailing operation performed and required, if applicable.

Note: Participants must follow manufacturer repair and replace procedures related to ADAS. If, due to circumstances outside of the control of the Participant, a required calibration is not completed, Participants must document reasonable attempts to complete the calibration and to inform the customer of the requirement.



ICBC Glass Repair Program





ICBC Glass Repair Program

Program Redesign

- Launch date
- Contracts
- Program guide highlights

Roles at ICBC

- Glass Compliance and Support Rep
- Account Rep
- Account Manager
- Program Manager
- QA Specialist

Integral

- Overview
- Consent Process
- Demo

On-site Coordinator (OSC)

- Roles
- Responsibilities

Next Steps

- Resources
- Feedback
- Mentimeter Survey



ICBC Glass Repair Program

Glass Compliance and Support Rep



Glass
Compliance
and Support
Rep

- Not a new role.
- Continue to provide glass-related support to services for internal and external customers.
- Key change will be to conduct new quality assurance (QA) assessments on applicable invoices submitted by glass repair facilities (replaces the CL395).



ICBC Glass Repair Program

ICBC's Account Management Team



MD Program
Manager



MD Account
Services
Manager



MD Account
Rep

- This team provides a key ICBC contact for the glass repair facilities.
- Manages relationships between glass repair facilities and ICBC.
- Support ICBC employees through their interactions with glass repair facilities and coordinate with other internal stakeholders.



ICBC Glass Repair Program

MD Account Representative



MD Program
Manager



MD Account
Services
Manager



MD Account
Rep

- Additional contact between glass repair facilities and ICBC.
- Manages the daily relationships with their assigned glass repair facilities which includes all matters related to onboarding, tiering, performance, and compliance.



ICBC Glass Repair Program

MD Account Services Manager



MD Program
Manager



MD Account
Services
Manager



MD Account
Rep

- Oversees the Account Reps as well as maintain a portfolio of Multi-Shop Operators.
- Coaching relationship and performance management accountabilities.
- Support facilities to optimize their performance through education, performance plan development and program compliance.



ICBC Glass Repair Program

MD Program Manager



MD Program
Manager



MD Account
Services
Manager



MD Account
Rep

- Manage and oversees the Account Managers.
- Support their team through the development, implementation and enforcement of performance plans.
- Act as escalation point for recurring customer issues, employee issues, or performance management issues for all tiered repair facilities in the program.



ICBC Glass Repair Program

Quality Assurance (QA) Specialist



QA Specialist

- Provides QA of estimates completed by ICBC Estimating staff.
- Participates in review of repair facility closed file audits and calibrations.
- Handles all incoming disputes from repair shops to determine whether dispute is accepted or rejected.



ICBC Glass Repair Program





ICBC Glass Repair Program

Program Redesign

- Launch date
- Contracts
- Program guide highlights

Roles at ICBC

- Glass Compliance and Support Rep
- Account Rep
- Account Manager
- Program Manager
- QA Specialist

Entegral

- Overview
- Consent Process
- Demo

On-site Coordinator (OSC)

- Roles
- Responsibilities

Next Steps


- Resources
- Feedback
- Mentimeter Survey






ICBC Glass Repair Program

Entegral Overview



Pardon our dust. In the next few months, you'll notice some changes around here. We're changing our name to Entegral. It means a new logo, of course. But it also means you'll start to see improvements to the application you use every day. Learn more about where we're headed at entegral.com.



Username^{*}

Password^{*} [Forgot Password?](#)

[Login](#)

[Learn More](#) [Terms of Use](#) [Privacy Policy](#) [Contact Us](#)

You will use Entegral to complete your company profile starting on **March 2, 2020.**



ICBC Glass Repair Program

PDF Forms Replaced by Integral


ICBC Material Damage Vendor Number — Trade		Reset
<input type="checkbox"/> New vendor <input type="checkbox"/> Address change <input type="checkbox"/> Name change / addition of dba <input type="checkbox"/> Business type change / addition <input type="checkbox"/> Ownership change		
This application must be completed in full. Incomplete applications may be returned.		
Vendor Information		
LEGAL NAME OF BUSINESS		OPERATING NAME (dba)
FACILITY ADDRESS		
PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
WEBSITE		
MAILING ADDRESS (if different than above)		
BC REGISTRAR OF COMPANIES NUMBER		BC REGISTRATION OF OPERATING NAME (dba) / SOLE PROPRIETORSHIP / PARTNERSHIP NUMBER
MUNICIPAL BUSINESS LICENCE NUMBER (attach copy)	EXPIRY DATE	GARAGE LIABILITY POLICY NUMBER (attach copy)
EXPIRY DATE		
HOURS OF OPERATION	DAYS OF OPERATION	GST REGISTRATION NUMBER
TO	TO	PST REGISTRATION NUMBER
WORKSAFEBC REGISTRATION NUMBER		
PRINCIPAL TYPE OF BUSINESS (choose from dropdown list or see page 2 for selection)		
Primary: Secondary: Secondary: Secondary:		
Have you or do you currently have an ICBC vendor number? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, indicate number A		
Owner/Signing Officer Information		
NAME	ADDRESS	DRIVER'S LICENCE NO.
		CHECK APPLICABLE
		<input type="checkbox"/> Owner %
		<input type="checkbox"/> Signing Officer
Signature		
		<input type="checkbox"/> Owner %
		<input type="checkbox"/> Signing Officer
Signature		
		<input type="checkbox"/> Owner %
		<input type="checkbox"/> Signing Officer
Signature		
Personal information on this form is collected pursuant to section 26 of the <i>Freedom of Information and Protection of Privacy Act</i> and is used for the purpose(s) of processing applicant information. Information is collected, used and disclosed in accordance with the <i>Freedom of Information and Protection of Privacy Act</i> . Should you have any questions about the collection of information, please contact the Accreditation Programs department at 604-777-4630 or 1-877-921-3311.		
By signing this form requesting an ICBC Vendor Number, you hereby authorize the Insurance Corporation of British Columbia (ICBC) to use and disclose my personal information from the following records: all ICBC claims and collections records, and the records of ICBC's Special Investigation Unit to ICBC's Accreditation department, to be used only for the purpose of determining if there are any matters known to ICBC impacting the suitability of the applicant to be an ICBC Material Damage vendor and that you agree to comply with all terms and requirements, as set out in the application form and Claims Procedures. This application must also include the applicable Vendor Facility Equipment Checklist.		
CONTACT NAME / POSITION		CONTACT PHONE NUMBER
		DATE (ddmm/yyyy)
To be completed and approved by an ICBC representative		
DATE COMPLETED	ICBC RESOURCE	ICBC REPRESENTATIVE NAME
		ICBC REPRESENTATIVE SIGNATURE
		SERVICING CLAIM CENTRE
		CC
REVIEWER CHECKLIST		
<input type="checkbox"/> Application fee <input type="checkbox"/> Vendor checklist completed & attached <input type="checkbox"/> Photos attached		
CL174 (042019) Material Damage Vendor Number — Trade Page 1 of 2		

ICBC Glass Tool & Equipment Requirements		Reset
LEGAL NAME OF BUSINESS	OPERATING NAME (dba)	VENDOR NUMBER
FACILITY ADDRESS		
PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
Installation Preparation & Adhesive Products (Specialty items can be ordered as required)		
Tape Kits		
<input type="checkbox"/> Foam Dam Tape <input type="checkbox"/> M-Seal Tape Kits <input type="checkbox"/> Butyl Tape (as required — specialty item)		
Urethanes		
<input type="checkbox"/> One or Two-part Manufacturer: Product Name:		
<input type="checkbox"/> Non-conductive high modular (as required — specialty item)		
Urethane Primer		
<input type="checkbox"/> Body Primer <input type="checkbox"/> Glass Prep/Primer (as required by system chosen for use) <input type="checkbox"/> Pre-applied Adhesive System (PAAS) activator (as required)		
<input type="checkbox"/> PVC Primer (as required)		
Installation Products		
<input type="checkbox"/> Everseal (as required) <input type="checkbox"/> Conductive Gridline Repair Material <input type="checkbox"/> Krytox (lubrication) as required <input type="checkbox"/> Mirror Button Adhesive		
<input type="checkbox"/> Moulding Clips (as required) <input type="checkbox"/> Paint Friendly Moulding Retention Tape <input type="checkbox"/> Rear Defroster Tab Adhesive <input type="checkbox"/> Spray Adhesive		
<input type="checkbox"/> Universal Replacement Moulding <input type="checkbox"/> Universal Vapour Barrier Material <input type="checkbox"/> Conductive Gridline Repair Material		
Rust Treatments		
<input type="checkbox"/> Inhibitors <input type="checkbox"/> Primer and Sealer (Epoxy Primer)		
Cleaning Products		
<input type="checkbox"/> Auto Glass Cleaner compatible with urethane products <input type="checkbox"/> Urethane Cleaner		
Tools & Equipment		
<input type="checkbox"/> Urethane Applicator <input type="checkbox"/> Caulking Gun 18 to 1 (ratio) <input type="checkbox"/> Cut-Out Tool <input type="checkbox"/> DVOM Meter (Digital) <input type="checkbox"/> Wiper Arm Pulver <input type="checkbox"/> Vacuum Cleaner		
<input type="checkbox"/> Pinch Weld Scraper <input type="checkbox"/> Rivet Gun Large <input type="checkbox"/> Rivet Gun Small <input type="checkbox"/> Temperature and Humidity Gauge (Hygrometer) <input type="checkbox"/> Hood and Seat Protectors		
<input type="checkbox"/> Hand tools, sufficient to complete safe quality installations <input type="checkbox"/> Windshield Vacuum Cups <input type="checkbox"/> Windshield Rock Chip Repair Equipment		
Technical Reference Materials as per Product Line		
<input type="checkbox"/> NAGS Foreign and Domestic Catalogues & Calculators		
Trade Qualifications		
Number of Automotive Glass Technicians Number of Apprentices		
Attach all copies of Automotive Glass Technician Certificates and Apprenticeship Agreements.		
Warranty		
Written (Attach Copy) <input type="checkbox"/> yes <input type="checkbox"/> no If no, describe type:		
Photo Checklist		
Digital photos of premises including: <input type="checkbox"/> Signage consistent with operating name <input type="checkbox"/> External view — from street showing business signage		
<input type="checkbox"/> Inside view — showing office/main working area <input type="checkbox"/> Required tools & equipment		
Number of repair stalls in a controlled environment: Size of premises in square feet:		
Office/Reception area self-contained: <input type="checkbox"/> yes <input type="checkbox"/> no		
By signing below, you hereby agree the information provided is accurate and your facility, as a service provider to ICBC, has read and understands the requirements and possesses all required tools and equipment.		
SIGNATURE (Signing Officer)		DATE
To be completed and approved by an ICBC designate		
DATE COMPLETED (ddmm/yyyy)	ICBC RESOURCE	ICBC REPRESENTATIVE
		SERVICING CLAIM CENTRE
		CC
CL174H (042019) Glass Tool & Equipment Requirements Page 1 of 1		



ICBC Glass Repair Program

PDF Forms Replaced by Entegral



Reset

Glass Express Application

This application must be completed in full. Incomplete applications may be returned.

LEGAL NAME OF BUSINESS	OPERATING NAME (dba)	SUPPLIER NUMBER
FACILITY ADDRESS		
TELEPHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
WEBSITE		

Owner/Signing Officer Information

NAME	ADDRESS	DRIVER'S LICENCE NO.	CHECK APPLICABLE
			<input type="checkbox"/> Owner <input type="checkbox"/> Signing Officer
Signature _____			<input type="checkbox"/> Owner <input type="checkbox"/> Signing Officer
Signature _____			<input type="checkbox"/> Owner <input type="checkbox"/> Signing Officer
Signature _____			<input type="checkbox"/> Owner <input type="checkbox"/> Signing Officer

Personal information on this form is collected pursuant to section 26 of the *Freedom of Information and Protection of Privacy Act* and is used for the purpose(s) of processing applicant information. Information is collected, used and disclosed in accordance with the *Freedom of Information and Protection of Privacy Act*. Should you have any questions about the collection of information, please contact the Accreditation Programs department at 604-777-4630 or 1-877-921-3311.

By signing this form requesting to be a participant in the ICBC Glass Express program, you hereby authorize the Insurance Corporation of British Columbia (ICBC) to use and disclose my personal information from the following records: all ICBC claims and collections records, and the records of ICBC's Special Investigation Unit to ICBC's Accreditation department, to be used only for the purpose of determining if there are any matters known to ICBC impacting the suitability of the applicant to be a participant in the Glass Express program and that you agree to comply with all terms and requirements, as set out in the application form, Program Guide and Claims Procedures.


List all staff members with individual email address who will require ICBC Glass Express Training:

Name: _____	Name: _____
Name: _____	Name: _____

List all staff members and their certificate numbers who already hold a Glass Express certificate:

Name: _____	Name: _____
Name: _____	Name: _____

EP1 (082015)Page 1 of 2



Reset

Vendor Programs Privacy Checklist

LEGAL NAME OF BUSINESS	OPERATING NAME (dba)	VENDOR NUMBER
FACILITY/FIRM ADDRESS		
PHONE NUMBER	FAX NUMBER	EMAIL ADDRESS
WEBSITE		

YesNo

Section 30.1 of FIPPA – Storage & Access in Canada

☐☐ Does the facility/firm store, access or disclose personal information (arising from, connected with, or related to an ICBC claim) outside of Canada?
If yes, provide the country where information is stored, and the name of the data management company.

COUNTRY WHERE DATA IS STORED	DATA MANAGEMENT COMPANY NAME
_____	_____

Section 30 of FIPPA – Protection of Personal Information

☐☐ Are the customers' files stored in a secure environment (inaccessible from the public)?
☐☐ Are the hard or electronic copies of files stored in a secure area onsite?
If no, then please explain where the information is being stored.

☐☐ Are the customers' files left unattended and accessible/viewable by the public?
☐☐ Is customer's personal information* displayed in public areas (white/chalk board, file folders)?
☐☐ Is customer's personal information* viewable and accessible by the public on a computer screen?
☐☐ Are facility/firm user ID's and passwords protected from view or access to the public?
☐☐ When parts ordering or sublet repairs are being completed is customer's information being removed from ICBC documentation (Applicable only to vendors who use a CL14 – Claim Estimate form).

*personal information includes: Drivers licence, Credit or Bank Card information, Customer name(s), addresses and phone numbers

By signing below, you hereby agree the information provided is accurate and your facility/firm, as a service provider to ICBC, complies with the applicable sections of the *BC Freedom of Information and Protection of Privacy Act* ("FIPPA").

FACILITY/FIRM REPRESENTATIVE NAME	POSITION	SIGNATURE	DATE (ddmm/yyyy)
_____	_____	_____	_____

To be completed and approved by ICBC

DATE COMPLETED (ddmm/yyyy)	ICBC RESOURCE	ICBC REPRESENTATIVE	SERVICING CLAIM CENTRE
_____	_____	_____	CC

CL174M (042019)Vendor Programs Privacy ChecklistPage 1 of 1



ICBC Glass Repair Program

Benefits

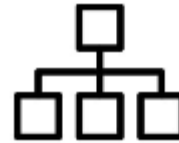
Benefits of completing your company profile include:



Coming Soon!
Integration with
icbc.com and new
shop locator



Maintain company
information more
efficiently



Multi-shop
Operators (MSO)
can maintain their
facility profiles



Coming soon! View
scorecards through
dashboard



ICBC Glass Repair Program

Integral Consent Overview



- Glass repair facilities must ask all employees for their consent to have their personal information stored in Entegral's US based servers.
- The employee information required for the profile can include the employee's name, business address, business phone number and business email. The personal information required for the profile includes the date of employment, and training certification number, if applicable.
- A consent form will be available on the MD Partners page for employees to sign. These hardcopy forms must be kept in a safe place in the facility and are subject to audit.



ICBC Glass Repair Program

Consent Process



Employee consents

- Employee must sign consent form.
- Employee's personal information can be entered into facility profile.



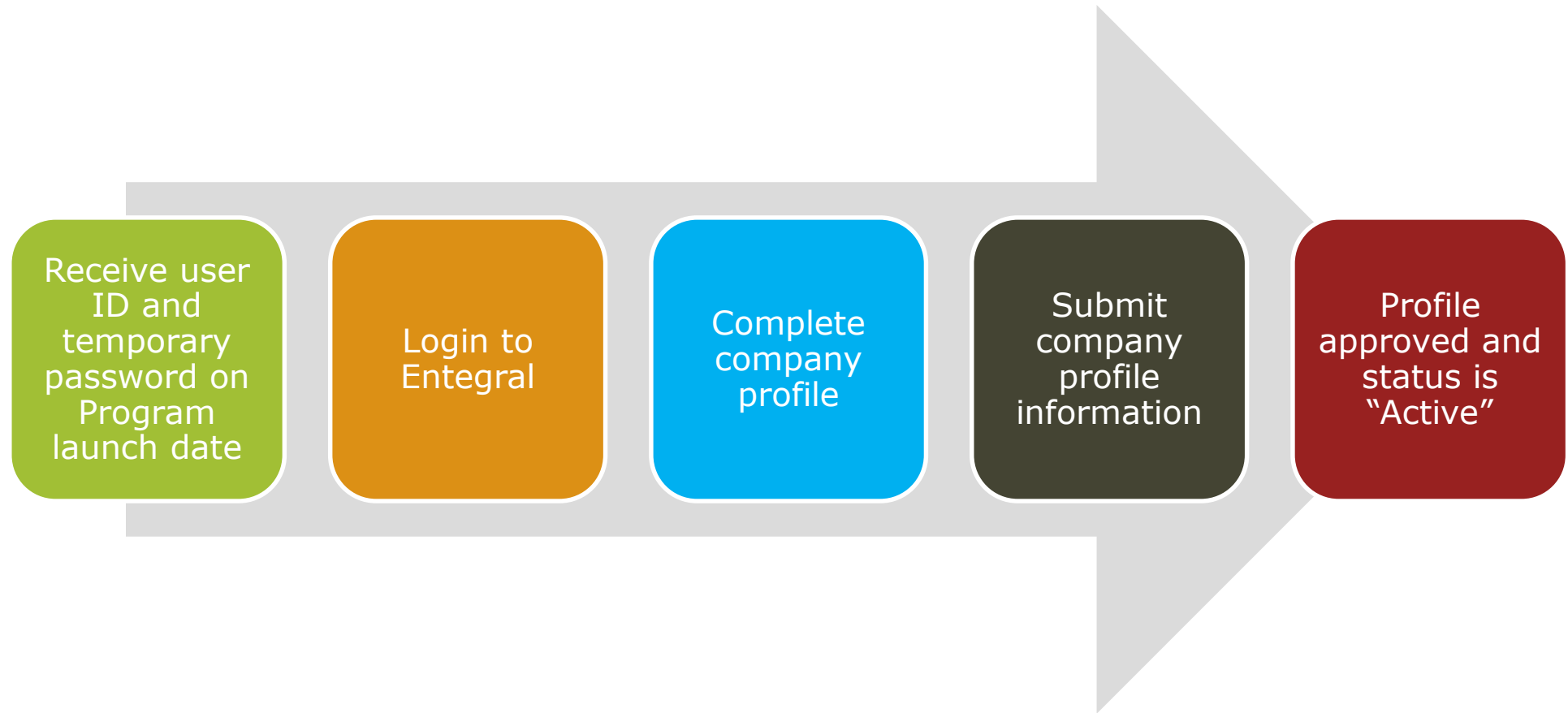
Employee does not consent

- Employee must sign consent form.
- Employee's personal information cannot be entered into facility profile
- Employee's personal information must be sent to ICBC.



ICBC Glass Repair Program

Completing Facility Profile Process





ICBC Glass Repair Program

Live Demo

Integral





ICBC Glass Repair Program



Pardon our dust. In the next few months, you'll notice some changes around here. We're changing our name to Entegral. It means a new logo, of course. But it also means you'll start to see improvements to the application you use every day. Learn more about where we're headed at entegral.com.



Username *

Password *

[Forgot Password?](#)

Login

[Learn More](#) [Terms of Use](#) [Privacy Policy](#) [Contact Us](#)



ICBC Glass Repair Program

USER AGREEMENT

IMPORTANT - THIS IS A LEGAL AGREEMENT ("AGREEMENT") BETWEEN ARMS BUSINESS SOLUTIONS, LLC OR ARMS BUSINESS SOLUTIONS LIMITED (FOR UK/EU COUNTRIES ONLY) ("ARMS", "WE", "OUR", OR "US") AND YOU, OR IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER ENTITY OR ORGANIZATION, THAT COMPANY OR OTHER ENTITY OR ORGANIZATION (IN EITHER CASE "YOU"). PLEASE CAREFULLY READ THIS AGREEMENT. BY ACCESSING OR USING THE PORTAL OR ANY SERVICES OR PRODUCTS, OR BY OTHERWISE INDICATING THAT YOU HAVE AGREED TO THIS AGREEMENT (FOR EXAMPLE, BY CLICKING A BUTTON ON YOUR SCREEN), YOU AGREE THAT YOU HAVE READ AND AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT AS OF THE EARLIEST DATE YOU FIRST ACCESS OR USE THE PORTAL OR ANY SERVICE OR PRODUCT (THE "EFFECTIVE DATE"). IF YOU DO NOT AGREE WITH THIS AGREEMENT, YOU ARE NOT GRANTED PERMISSION TO ACCESS OR OTHERWISE USE THIS SITE.

TERMS AND CONDITIONS

1. Definitions. As used in this Agreement,

(a) **"ARMS"** means ARMS Business Solutions, LLC or ARMS Business Solutions Limited (for UK/EU countries only).

(b) **"ARMS Data Supplier"** means any organization ARMS has been authorized to receive data from on behalf customers for use in delivery of our Products and Services.

(c) **"ARMS Property"** means all ideas, concepts, inventions, systems, platforms, software, source code, interfaces, tools, utilities, templates, forms, techniques, methods, processes, algorithms, know-how, trade secrets and other technologies and information acquired, created, developed or licensed by or on behalf of ARMS, any improvements, modifications, extensions or other derivative works thereof, and all IPR therein and related thereto, including the Portal, Services, Products, and Aggregated Data (as defined in Section 5).

(d) **"Company Data"** means all data, information, including Personally Identifiable Information, and other content regarding your customer, suppliers, service providers, or other data uploaded or provided through the Portal or any Services or Products by you or on your behalf, excluding any ARMS Property.

(e) **"IPR"** means all intellectual property rights and any and all other legal rights protecting data, information or intangible property throughout the world, including all copyrights and related rights, trademarks, trade names (whether registered or unregistered), service marks, trade secrets, patents (and patent applications), inventions, moral rights, designs, proprietary rights in domain names, know-how and Confidential Information (as defined below), rights in databases, and contract rights (including applications, extensions and renewals in relation to any of these rights), and all other rights of a similar nature or having an equivalent effect anywhere in the world.

(f) **"Personally Identifiable Information" or "PII"** means any information relating to an identified or identifiable natural person (i.e., one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person). This includes information such as a name, postal address, telephone number, email address, credit and debit card numbers and social security numbers.

(g) **"Portal"** means the Website or any web portals, mobile applications, application programming interfaces and tiles, or web applications operated by ARMS which provide the same services that are made available through the Website.

(h) **"Products"** means any software or other products, including documentation, reports, and report templates made available for download from the Portal in object code form, including any updates to such software or other products.

(i) **"Purpose"** means conducting business through the Portal in connection with the operation of your business.

(j) **"Results"** means the data, information, and content generated through the operation of the Services based on your Company Data and delivered to you through the Services, excluding any ARMS Property.

(k) **"Services"** means all of the services made available through the Portal, including subscription access to software, tools, and services.

(l) **"User Data"** means your Personally Identifiable Information, your Account and information relating to your use of the Services or Products (excluding Company Data).

(m) **"Website"** means www.armsbusinesssolutions.com or www.armsbusinesssolutions.eu and other websites operated by ARMS.

(n) **"you" or "your"** means the individual or entity (including corporation, limited liability company, or partnership) completing the registration process and agreeing to the terms of this Agreement.

2. Access to Products, Services and Portal.

(a) **Services.** Subject to your compliance with this Agreement, ARMS will permit you to access the Portal and use the Services solely for the Purpose. All access to the Portal and use of the Services is solely for your own use and benefit under the terms of this Agreement.

(b) **Products.** Subject to your compliance with this Agreement, ARMS will permit you to install and operate the Products solely for the Purpose. You may install each Product only on your own applicable devices for use in accordance with this Agreement and any applicable terms accompanying the Product. Except as expressly set forth in the previous sentence, you are granted no licenses or other rights in or to any Product. In the case of any software Product, unless otherwise stated in an Additional Agreement (as defined below) applicable to that Product, subject to your compliance with this Agreement, ARMS agrees to grant you a non-exclusive, non-transferable, and non-assignable limited license during the term of this Agreement to install and operate the object code version of such software on a single computer or device solely for your own internal use for the Purpose. You receive no rights in or to any such software Product under this Agreement, other than as permitted by applicable law.

(c) **Third-Party Services and Products.** You will also have the ability to access and use services and software, databases, content and other products developed, provided and maintained by third-party providers to ARMS ("**Third-Party Services and Products**"), subject to the terms of this Agreement.

3. Modifications. ARMS reserves the right, at any time, to modify the Portal or any Services or Products, with or without notice to you, by making those modifications available to you. ARMS also reserves the right, at any time, to change the terms of this Agreement or any other terms or conditions governing your use of the Portal or any Services or Products. ARMS will inform you of any changes to this Agreement by posting those changes on the Portal or by providing you with notice through the Portal (or to any email address we have on file for you). Any modifications will be effective when you access or use the Portal or any Services or Products following such notice, except in the case of any legally required changes which will be effective upon: (1) posting to the Portal; and/or (2) their acceptance by you. You may terminate this Agreement as set forth below if you object to any such modifications. Except where your express acceptance will be legally required, you will be deemed to have agreed to any and all modifications through your continued use of the Portal or any Services or Products following such notice.



ICBC Glass Repair Program

(c) **Compelled Disclosure.** Nothing herein shall prevent a party from disclosing this Agreement or any of the other's Confidential Information as necessary pursuant to any court order or any legal, regulatory, law enforcement or similar requirement or investigation; provided, prior to any such disclosure, the receiving party shall use reasonable efforts to: (1) promptly notify the disclosing party in writing of such requirement to disclose and; (2) cooperate with the disclosing party in protecting against or minimizing any such disclosure or obtaining a protective order.

16. Relationship. The parties are independent contractors, and nothing in this Agreement can be construed as creating an employer-employee relationship, partnership, or joint venture between the parties. Neither party is an agent of the other party and neither party is authorized to make any representation, contract, or commitment on behalf of the other party.

17. Notice. All notices, reports, consents, authorizations and approvals to be given by a party hereunder must be in writing and must either be via: (1) hand-delivery; (2) Federal Express or a comparable traceable overnight delivery service; (3) email, provided a receipt or confirmation is received from the intended recipient demonstrating that the intended recipient received the email; or (4) certified mail, return receipt requested, to the other party at its respective addresses. All notices will be effective upon receipt (or when delivery is refused) or 3 business days in the recipient's country after being deposited in the mail as required above, whichever occurs sooner. Either party may change its address for notice by giving notice of the new address to the other party.

18. Injunction. To the maximum extent permitted by applicable law, you acknowledge and agree that in the event of your breach or default, threatened or otherwise, of this Agreement, damages alone would be insufficient to compensate ARMS. Consequently, in the event of your breach or default, or any threat of such breach or default, ARMS may be entitled to temporary or permanent injunctive relief, specific performance, and such other equitable relief as may be appropriate in the circumstances in order to restrain or enjoin such breach or default. These remedies are not the exclusive remedies for violation of the terms of this Agreement, but are in addition to all other remedies available at law or in equity.

19. Claims Of Infringement. ARMS respects your copyrights and other intellectual property rights and those of other third parties. If you believe in good faith that your copyrighted work has been reproduced on the Portal without your authorization in a way that constitutes copyright infringement, you may notify our designated copyright agent by mail to: Intellectual Property Manager, Intellectual Property Questions, 600 Corporate Park Drive, St. Louis, Missouri 63105. Please provide the following information to ARMS's Copyright Infringement Agent: (1) the identity of the infringed work, and of the allegedly infringing work; (2) your name, address, daytime phone number, and email address, if available; (3) a statement that you have a good-faith belief that the use of the copyrighted work is not authorized by the owner, his or her agent, or the law; (4) a statement that the information in the notification is accurate and, under penalty of perjury, that you are authorized to act on behalf of the owner; and (5) your electronic or physical signature.

20. Disputes. A. MANDATORY ARBITRATION AGREEMENT (US/CANADA COUNTRIES ONLY): TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ARMS AND YOU EACH WAIVE THEIR RIGHT TO A JURY TRIAL OR TO PARTICIPATE IN A CLASS ACTION PURSUANT TO THE FOLLOWING TERMS. ARMS AND YOU AGREE TO ARBITRATE ANY AND ALL CLAIMS, CONTROVERSIES OR DISPUTES OF ANY KIND ("CLAIMS") AGAINST EACH OTHER, INCLUDING BUT NOT LIMITED TO CLAIMS ARISING OUT OF OR RELATING TO THIS AGREEMENT, INCLUDING ARMS'S PRODUCTS AND SERVICES, CHARGES, OR ADVERTISING. ARMS AND YOU AGREE THAT NO CLAIMS WILL BE ASSERTED IN ANY REPRESENTATIVE CAPACITY ON A CLASS-WIDE OR COLLECTIVE BASIS, THAT NO ARBITRATION FORUM WILL HAVE JURISDICTION TO DECIDE ANY CLAIMS ON A CLASS-WIDE OR COLLECTIVE BASIS, AND THAT NO RULES FOR CLASS-WIDE OR COLLECTIVE ARBITRATION WILL APPLY. This Arbitration Agreement is to be broadly interpreted and applies to all claims based in contract, tort, statute, or any other legal theory; all claims that arose prior to or after termination of the this User Agreement; all claims you may bring against ARMS's employees, agents, affiliates or representatives; and all claims that ARMS may bring against you. However, the parties agree that either party may bring an individual action in a small claims court with valid jurisdiction.

(1) **Procedure.** A party must send a written Notice of Dispute ("**Notice**") describing: (i) the nature and basis of the claim; and (ii) the relief sought, to the other party. The Notice to ARMS should be addressed to: CT Corporation, 208 S LaSalle, Suite 814, Chicago, IL 60604 ("**Notice Address**"). If ARMS and you do not resolve the claim within 30 days after the Notice is received, a party may commence an arbitration by filing a demand for arbitration with the American Arbitration Association ("**AAA**") pursuant to its International Arbitration Rules. Claims will be resolved pursuant to the AAA's International Arbitration Rules in effect at the time of the demand, as modified by this agreement, however, a single arbitrator will be selected according to AAA's International Arbitration Rules. The AAA rules are available online at www.adr.org. The arbitration will be confidential and hearings will take place in St. Louis, Missouri.

(2) **Arbitrator's Authority:** The arbitrator is bound by this Agreement, the Federal Arbitration Act ("**FAA**") and AAA's International Arbitration Rules. The arbitrator has no authority to join or consolidate claims, or adjudicate joined and consolidated claims. The arbitrator has exclusive authority to resolve any dispute relating to the scope, interpretation, applicability, enforceability or formation of this agreement, including whether it is void. The parties agree that the arbitrator's decision and award will be final and binding and may be confirmed or challenged in any court with jurisdiction as permitted under the FAA. The arbitrator can award the same damages and relief as a court, but only in favor of an individual party and for a party's individual claim.

(3) **Arbitration Costs:** You will be responsible for his/her share of any arbitration fees (e.g. filing, administrative, etc.), but only up to the amount of filing fees you would incur if the claims were filed in court. ARMS will be responsible for all additional arbitration fees. You are responsible for all other costs/fees that it incurs in arbitration, e.g. fees for attorneys, expert witnesses, etc. You will not be required to reimburse ARMS for any fees unless the arbitrator finds that the substance of your claim(s) or the relief sought is frivolous. If the arbitrator makes such a finding, AAA Rules will govern the payment of all fees, and ARMS may seek reasonable attorney's fees. ARMS will pay all fees and costs it is required by law to pay.

(5) **Governing Law and Enforcement:** The FAA applies to this Arbitration Agreement and governs whether a claim is subject to arbitration. This Arbitration Agreement was drafted in compliance with applicable law, however, if any portion of it is deemed to be invalid or unenforceable or is found not to apply to a claim, the remainder of the Arbitration Agreement remains in full force and effect. Except, if the class-arbitration waiver provision is deemed unenforceable, any class action claim(s) must proceed in a court of competent jurisdiction as described in Subsection B, below.

B. Choice of Law/Venue. This Agreement, and any dispute or claim arising out of or in connection with it (including any dispute or claim relating to non-contractual obligations), is governed by the laws of: (1) the United States of America and of the State of New York or; (2) England and Wales for the UK/EU countries. You and ARMS agree that any action regarding a claim not subject to binding arbitration must be brought in: (1) the federal or state courts located in New York, New York; or (2) the courts of England and Wales (for the UK/EU countries only), which have exclusive jurisdiction to resolve any disputes or claims arising under this Agreement (including any non-contractual disputes or claims).

21. Miscellaneous. This Agreement supersedes any and all oral or written agreements or understandings between the parties, as to the subject matter of the Agreement. All rights and remedies hereunder are cumulative with all other rights and remedies herein or otherwise available under applicable law. Each party acknowledges and agrees that in entering into this Agreement, it does not rely on any representation, warranty, or understanding (whether in writing or not) of any person (whether party to this Agreement or not) relating to the subject matter of this Agreement (together "**Statements**"), other than as expressly set out in this Agreement. Each party waives all rights and remedies which might otherwise be available to it in relation to such Statements, but for the foregoing sentence. This Agreement is binding upon and inures to the benefit of the parties and their permitted successors and assigns. A person who is not a party to this Agreement may not enforce any of its provisions under any applicable law. You may not assign or otherwise transfer this Agreement or your rights or obligations under this Agreement, whether by operation or law or otherwise, without ARMS's prior written consent. ARMS may assign or transfer this Agreement or any rights or obligations under this Agreement at its sole discretion. The waiver of a breach of any provision of this Agreement does not operate or be interpreted as a waiver of any other or subsequent breach. If any provision of this Agreement is held by a court of competent jurisdiction to be unenforceable, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions of this Agreement will continue in full force and effect. This Agreement is in the English language only, which language is controlling in all respects. As used in this Agreement, the words "include," "includes" and "including" mean, in each case, "without limitation."



ICBC Glass Repair Program



Tasks

Notifications

Courtney Blair

Help

Dashboard

Company Information

My Programs

Scorecards

Assignment Workflow

Audits

Tests

Resource Library

Communications

[Privacy Policy](#)

2020 © ARMS® Business Solutions

Version: 20.1.0 (rev 2845)-en_US (web-01.us-qa.arms-dev.net)

Welcome Courtney



Program Profiles Needing Attention

PROGRAM PROFILE	PROFILE PROGRESS ?	TESTING REQUIREMENTS	ACTIONS
ICBC Glass ICBC	<div></div> 0/114	No Tests Required	Start Profile

[Manage Columns](#)



ICBC Glass Repair Program

Questions

- ⊖ ICBC Glass Program
 - ⊖ Administration
 - Authorization for Direct Bank Deposit
 - Consent
 - Company Details
 - ⊖ Owner/Signing Officer Information
 - Owner 1
 - Owner 2
 - Owner 3
 - Licences
 - Insurance
 - Tax/Billing
 - ⊖ Contact Information
 - Manager 1
 - Manager 2
 - Alternate Contact
 - Admin/Front Desk 1
 - Admin/Front Desk 2
 - Admin/Front Desk 3
 - ⊖ Customer Service Options
 - Languages
 - Services
 - Hours of Operation
 - ⊖ Facility
 - Premises
 - Photos
 - Technology Requirements
 - ⊖ Equipment
 - ⊖ Installation Preparation & Adhesive Products
 - Tape Kits
 - Urethanes
 - Urethane Primer
 - Installation Products
 - Rust Treatments
 - Cleaning products
 - ADAS Calibration
 - Tools
 - Other



ICBC Glass Repair Program



Tasks Notifications Courtney Blair Help

- Dashboard
- Company Information
- My Programs
- Scorecards
- Assignment Workflow
- Audits
- Tests
- Resource Library
- Communications

Privacy Policy

2020 © ARMS® Business Solutions
Version: 20.1.0 (rev 2845)-en_US (web-01.us-qa.arms-dev.net)

Installation Products

- Rust Treatments
- Cleaning products
- ADAS Calibration
- Tools
- Other
- Photos

Warranty

- Training Requirements
- Facility Certifications

Technicians

- Glass Technician 1
- Glass Technician 2
- Glass Technician 3
- Glass Technician 4
- Glass Technician 5
- Glass Technician 6
- Glass Technician 7
- Glass Technician 8
- Glass Technician 9
- Glass Technician 10
- Glass Technician 11
- Glass Technician 12

Other

Privacy

- Section 30 of FIPPA - Protection of Personal Information
- Section 30.1 of FIPPA - Storage & Access in Canada
- Contract
- Electronic Signature

- ☐ Radiator Repair
- ☐ Rental Vehicle
- ☐ RV Repairshop
- ☐ Service Station
- ☐ Snowmobile Repair
- ☐ Sound Equipment Shop
- ☐ Tire Store
- ☐ Towing Company
- ☐ Truck Canopy
- ☐ Upholstery
- ☐ Welding and Machining

Previous: Consent

Next: Owner 1

Legend

- Missing information
- Required question complete
- Locked Answers: These answers can only be edited by the sponsor
- These answers required electronic signature



ICBC Glass Repair Program

Administration

1. Legal name of business

123 shop

2. Mailing Address: Street 1

3. Mailing Address: Street 2

4. Mailing Address: City

5. Mailing Address: Postal code/zip code

6. Mailing Address: Province/State

7. Mailing Address: Country

Deleted

8. Operating name (dba)

9. Is the mailing address the same as the facility address?

10. Facility Address: Street 1

11. Facility Address: Street 2

12. Facility Address: City

18. Glass Tier:

Glass Assessment Tier

19. Reason for Tier change

20. Glass Region:

Burnaby

21. Reason for Region change

22. Glass Performance Review

23. Reason for Performance Review change

24. Glass Resubmission Date:

25. Facility number

26. Supplier(Account) Number

27. Business Partner(BP) number

0005072250

28. Associated Claim Center



ICBC Glass Repair Program

Additional Requirements Needed

To become eligible for this program, the sponsor requires that your organization complete and sign the profile.

[View All Unanswered Questions](#)[Actions ▾](#)

Questions

- ICBC Glass Program
 - Administration
 - Authorization for Direct Bank Deposit
 - Consent
 - Company Details
 - Owner/Signing Officer Information
 - Owner 1
 - Owner 2
 - Owner 3
 - Licences
 - Insurance

Company Details

1. Select facility classification

Choose One

[Clear](#)

2. Do you have any secondary types of business that your facility provides?

☐ Yes

☐ No

[Clear](#)

3. Select the types of business your facility

[Print Profile](#)[Print Unanswered Questions](#)[Print Key Questions](#)



ICBC Glass Repair Program

[View All Unanswered Questions](#)

Actions ▾

Questions

- ICBC Glass Program
 - Administration
 - [Authorization for Direct Bank Deposit](#)
 - [Consent](#)
 - Company Details
 - Owner/Signing Officer Information
 - [Owner 1](#)
 - [Owner 2](#)
 - [Owner 3](#)
 - [Licences](#)
 - [Insurance](#)
 - [Tax/Billing](#)
 - Contact Information
 - [Manager 1](#)
 - [Manager 2](#)
 - [Alternate Contact](#)
 - [Admin/Front Desk 1](#)
 - [Admin/Front Desk 2](#)
 - [Admin/Front Desk 3](#)
 - Customer Service Options
 - [Languages](#)
 - [Services](#)
 - [Hours of Operation](#)
 - Facility
 - [Premises](#)
 - [Photos](#)
 - [Technology Requirements](#)
 - Equipment
 - Installation Preparation & Adhesive Products
 - [Tape Kits](#)
 - [Urethanes](#)

1 of 114

Company Details

1. Select facility classification

Independent ▾

[Clear](#)



2. Do you have any secondary types of business that your facility provides?

☐ Yes

[Clear](#)

☒ No

3. Select the types of business your facility provides

- ☐ Air Conditioning Shop
- ☐ Aluminum Wheel Repair
- ☐ Brake and Muffler
- ☐ Dealer Body Shop
- ☐ Detailing Shop
- ☐ Frame Repair
- ☐ Heavy Equipment Dealer- Paint and Body
- ☐ Heavy Equipment Independent - Paint and Body
- ☐ Heavy Equipment Dealer - Specialty
- ☐ Heavy Equipment Dealer- Mechanical
- ☐ Heavy Equipment Dealer - Trailer
- ☐ Impound Lot Operator
- ☐ Independent Body Shop
- ☐ Locksmith
- ☐ Mechanical Shop
- ☐ Motor Dealer GST Reimbursement
- ☐ Motorcycle Repair
- ☐ New Car Dealer Mechanical Shop
- ☐ Paintless Dent Repair

[Clear](#)



ICBC Glass Repair Program

Program Profiles Needing Attention

PROGRAM PROFILE	PROFILE PROGRESS ⓘ ▾	TESTING REQUIREMENTS ⬆	ACTIONS
ICBC Glass ICBC	<div></div> 1/114	No Tests Required	<button>Resume Profile</button>

Manage Columns



ICBC Glass Repair Program

View All Unanswered Questions

Questions

ICBC Collision

Administration

Authorization for Direct Bank Deposit

Consent

Company Details

Owner/Signing Officer Information

Owner 1

Owner 2

Owner 3

Licences

Insurance

Tax/Billing

Contact Information

Manager 1

Manager 2

Alternate Contact

Admin/Front Desk 1

Admin/Front Desk 2

117. Is customer's personal information displayed in public areas (white/chalk board, file folders)?

☐ Yes

☐ No

Clear

118. Is customer's personal information viewable and accessible by the public on a computer screen?

☐ Yes

☐ No

Clear

119. Are facility/firm user ID's and passwords protected from view or access to the public?

☐ Yes

☐ No

Clear

120. When parts ordering or sublet repairs are being completed is customer's information being removed from ICBC documentation?

☐ Yes

☐ No

Clear

121. Does the facility/firm store, access or disclose personal information (arising from, connected with, or related to an ICBC claim) outside of Canada?

☐ Yes

☐ No

Clear

Cancel



ICBC Glass Repair Program

Consent



1. This facility application only contains the details of those employees who have consented to their information being stored in Entegral, which stores its data in the United States. This application does not contain the information of employees who did not consent to their details being stored or accessed outside of Canada

☐ I agree.

Clear



2. The consent forms of all the employees who agreed to have their information stored in Entegral are available at the facility

☐ Yes, it is.

Clear



3. The employee details and certificate copies of all employees who do not consent to store their information in Entegral are available at the facility

☐ Yes, it is.

Clear



4. Number of owners of the facility who do not consent to store their information in Entegral

Clear



5. Number of managers at the facility who do not consent to store their information in Entegral

Clear



6. Number of admin/front desk employees at the facility who do not consent to store their information in Entegral

Clear



ICBC Glass Repair Program



7. Number of estimators at the facility who do not consent to store their information in Entegral

Clear



8. Number of painters at the facility who do not consent to store their information in Entegral

Clear



9. Number of bodymen at the facility who do not consent to store their information in Entegral

Clear



10. Number of preppers at the facility who do not consent to store their information in Entegral

Clear



11. Number of mechanics at the facility who do not consent to store their information in Entegral

Clear



12. Number of employees in 'Other' trades at the facility who do not consent to store their information in Entegral

Clear

[Previous: Authorization for Direct Bank Deposit](#)

[Next: Company Details](#)



ICBC Glass Repair Program

Owner 1



1. Owner 1: Name

Clear



2. Owner 1: Business address

Clear

3. Owner 1: Driver's Licence

Clear

4. Owner 1: Owner Percentage

Clear

5. Owner 1: Are you the signing officer?

☐ Yes

☐ No

Clear

[Previous: Company Details](#)

[Next: Owner 2](#)



ICBC Glass Repair Program

Technician 1



1. Technician 1: Name

Clear

2. Technician 1: Date of employment or active in role

Clear

3. Technician 1: Trade

- ☐ Painter
- ☐ Bodyman
- ☐ Prepper
- ☐ Mechanic
- ☐ Other

Clear

4. Technician 1: Other

Clear

5. Technician 1: Trade Qualification Number

Clear



ICBC Glass Repair Program

6. Is Technician 1 an apprentice?

☐ Yes

☐ No

Clear

7. Technician 1: Apprentice number

Clear

8. Technician 1: Copy of Technicians Certification (or Registration Agreement for apprentice)

To update a new file select Choose File, then Upload File.

Acceptable file types: doc, docx, flv, pdf, pps, ppsx, ppt, pptx, swf, xls, xlsx, zip.

Choose File

Upload File

Clear

9. Technician 1: ICBC Collision Repair Program training certificate number (previously Express Repair certificate number)

Clear



ICBC Glass Repair Program

Licence



5. Do you have a Municipal Business Licence or a Letter of Authorization for Land Use?

☐ Yes, I have

Clear



6. Copy of Municipal Business Licence or a Letter of Authorization for Land Use

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, tff, tif, tiff, xls, xlsx, zip.

Choose File

Upload File

Clear

7. Municipal Business Licence Number expiry date

Clear



8. WorkSafeBC status

Choose One



Clear

9. WorkSafeBC registration number

Clear



10. Is the facility's WorkSafeBC status cancelled?

☐ No

Clear

11. Have you ever had or do you currently have an ICBC vendor number?

☐ Yes

☐ No

Clear



ICBC Glass Repair Program

Premise photos

Photos

1. All photos listed below are required to be uploaded in a zip file. Select all the photos included in the zip file

- ☐ All of the items below
- ☐ Free Standing Business Signage
- ☐ Business Signage affixed to building
- ☐ Any applicable additional signage
- ☐ Exterior of Building - Front View
- ☐ Exterior of Building - Side View #1
- ☐ Exterior of Building - Side View #2
- ☐ Exterior of Building - Rear View
- ☐ Customer Parking and Access Route to Customer Service / Office Area
- ☐ Designated parking stall #1 and #2
- ☐ Designated parking signage for stall #1 and #2
- ☐ Overview from parking to customer service / office area
- ☐ Additional photographs
- ☐ View of entrance to customer service/ office area
- ☐ Customer Service / Office Area - Waiting area
- ☐ Customer Service / Office Area - Service counter
- ☐ Customer access route to washroom
- ☐ Washroom
- ☐ Preparation area
- ☐ Detail area
- ☐ Collision Repair Area

2. Upload all the photos of the premises listed above in zip file format

To update a new file select Choose File, then Upload File.

Acceptable file types: doc, docx, pdf, zip.

Choose File

Upload File

3. Additional photos

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, zip.

Choose File

Upload File

4. Additional photos

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, zip.

Choose File

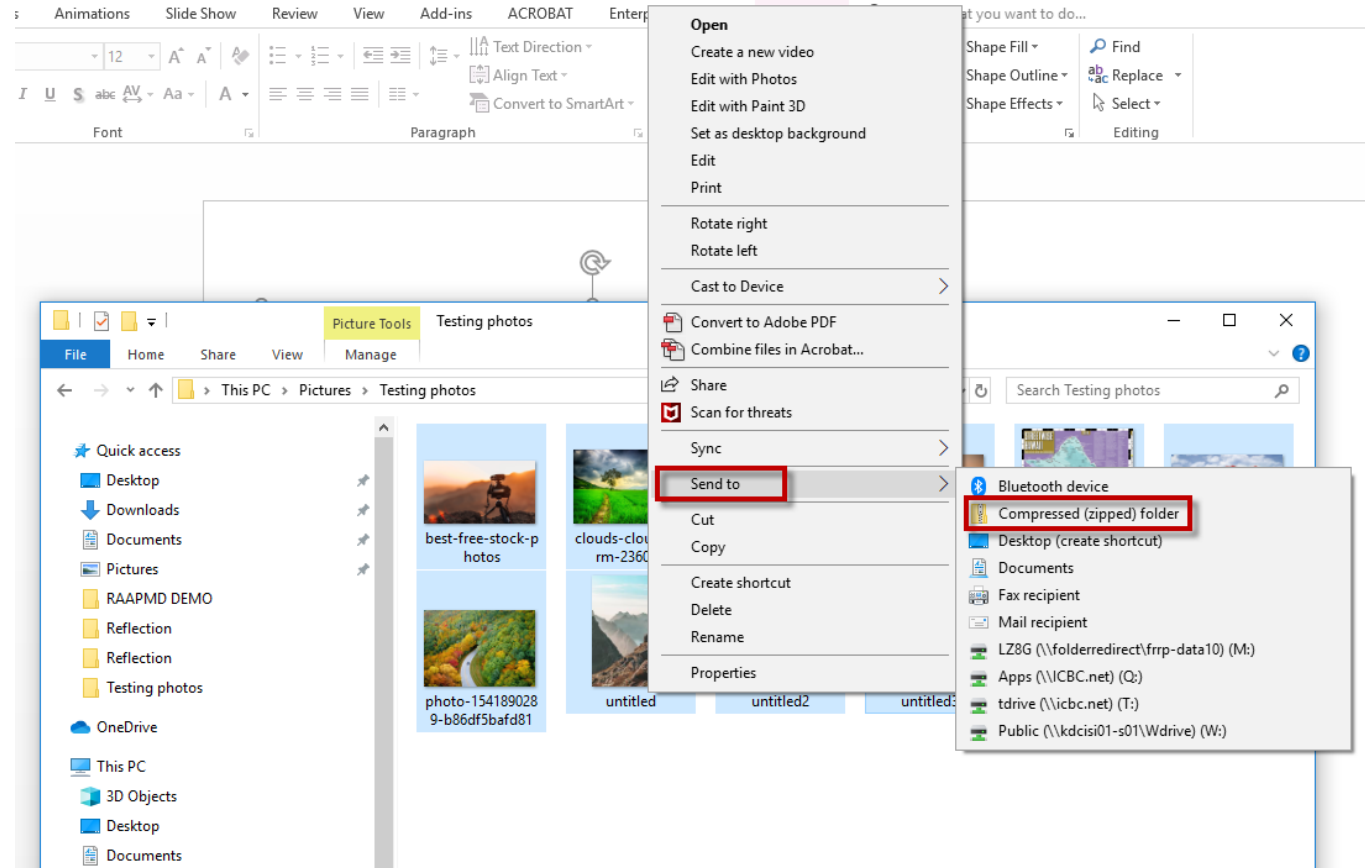
Upload File

Clear

Clear

Clear

Clear





ICBC Glass Repair Program



2. Upload all the photos of the premises listed above in zip file format

To update a new file select Choose File, then Upload File.

Acceptable file types: doc, docx, pdf, zip.

Choose File

Testing photos zipped.zip



Upload File

Clear



2. Upload all the photos of the premises listed above in zip file format

View Current File

To update a new file select Choose File, then Upload File.

Acceptable file types: doc, docx, pdf, zip.

Choose File

Upload File

File has been uploaded successfully!



Clear



ICBC Glass Repair Program

3. Additional photos

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, zip.

Choose File

Upload File

Clear

4. Additional photos

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, zip.

Choose File

Upload File

Clear

5. Additional photos

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, zip.

Choose File

Upload File

Clear

6. Additional photos

To update a new file select Choose File, then Upload File.

Acceptable file types: bmp, doc, docx, flv, gif, jpeg, jpg, pdf, png, pps, ppsx, ppt, pptx, swf, zip.

Choose File

Upload File

Clear



ICBC Glass Repair Program

[View All Unanswered Questions](#)[Actions ▾](#)

Questions

ICBC Glass Program

Administration

Authorization for Direct Bank Deposit

Consent

Company Details

Owner/Signing Officer Information

Owner 1

Owner 2

Owner 3

Licences

Insurance

Tax/Billing

Contact Information

Manager 1

Manager 2

Alternate Contact

Admin/Front Desk 1

Admin/Front Desk 2

Admin/Front Desk 3

Customer Service Options

Languages

Services

Hours of Operation

Facility

Premises

Photos

Technology Requirements

Equipment

Installation Preparation & Adhesive Products

0 of 114

Languages

1. Indicate all languages your facility supports and can speak proficiently to assist customers

- ☐ English
- ☐ Punjabi
- ☐ Cantonese
- ☐ Mandarin
- ☐ Tagalog (Filipino)
- ☐ German
- ☐ French
- ☐ Korean
- ☐ Spanish
- ☐ Persian (Farsi)
- ☐ Vietnamese
- ☐ Hindi
- ☐ Russian
- ☐ Italian
- ☐ Japanese

[Clear](#)[Previous: Admin/Front Desk 3](#)[Next: Services](#)



ICBC Glass Repair Program

- Facility
 - Premises
 - Photos
 - Technology Requirements
- Equipment
 - Installation Preparation & Adhesive Products
 - Tape Kits
 - Urethanes
 - Urethane Primer
 - Installation Products
 - Rust Treatments
 - Cleaning products
 - ADAS Calibration
 - Tools
 - Other
 - Photos
- Warranty
- Training Requirements
 - Facility Certifications
 - Technicians
 - Glass Technician 1
 - Glass Technician 2
 - Glass Technician 3
 - Glass Technician 4
 - Glass Technician 5
 - Glass Technician 6
 - Glass Technician 7
 - Glass Technician 8
 - Glass Technician 9
 - Glass Technician 10
 - Glass Technician 11
 - Glass Technician 12
 - Other
- Privacy
 - Section 30 of FIPPA - Protection of Personal Information
 - Section 30.1 of FIPPA - Storage & Access in Canada
- Contract
 - Electronic Signature

Electronic Signature

[History](#)

By signing here you agree to the terms and conditions above.*

 **Electronic Signature Required**

Additional Instructions

Contract History

CONTRACT TYPE	CONFIRMATION DATE	VIEW
No Records Found		

[Manage Columns](#)[Previous: Contract](#)



ICBC Glass Repair Program





ICBC Glass Repair Program

Program Redesign

- Launch date
- Contracts
- Program guide highlights

Roles at ICBC

- Glass Compliance and Support Rep
- Account Rep
- Account Manager
- Program Manager
- QA Specialist

Integral

- Overview
- Consent Process
- Demo

On-site Coordinator (OSC)

- Roles
- Responsibilities

Next Steps

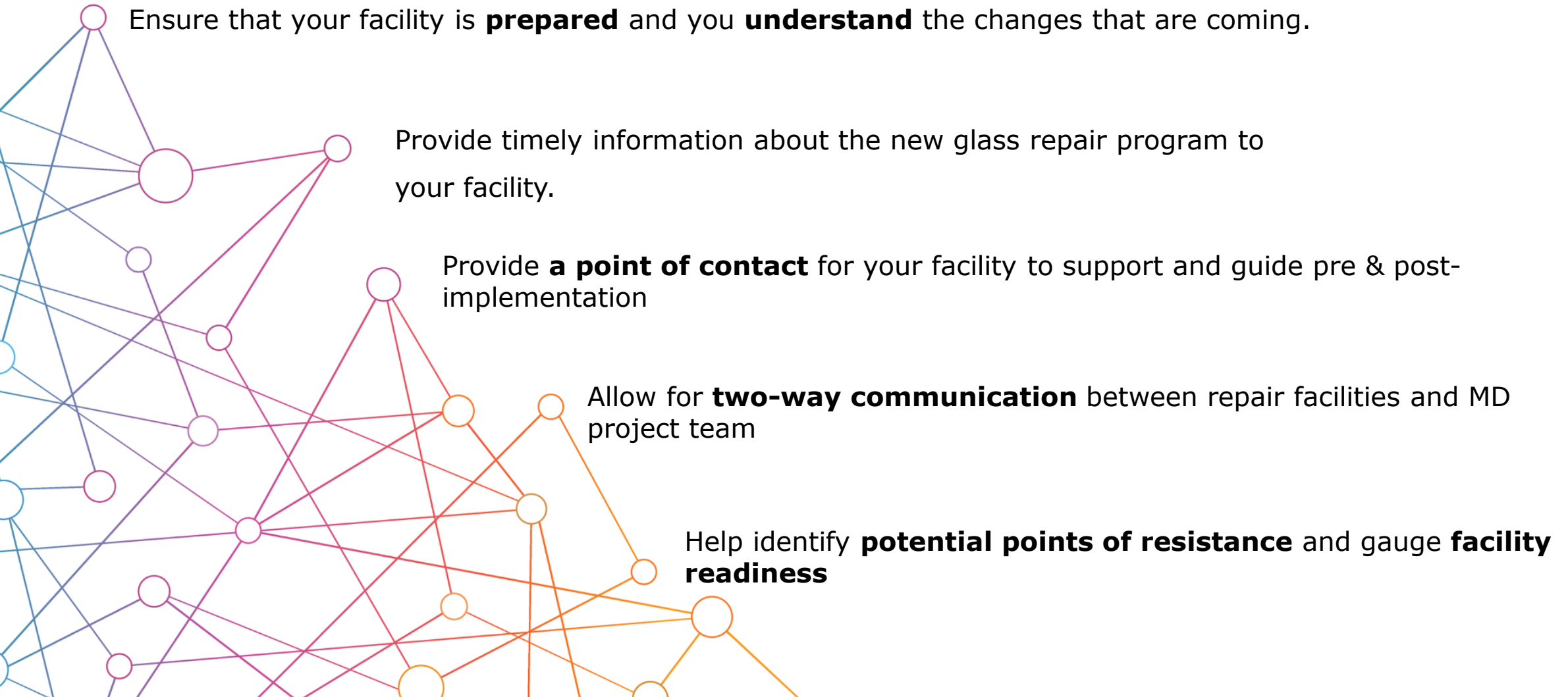
- Resources
- Feedback
- Mentimeter Survey





ICBC Glass Repair Program

On-site Coordinator (OSC) Network





ICBC Glass Repair Program

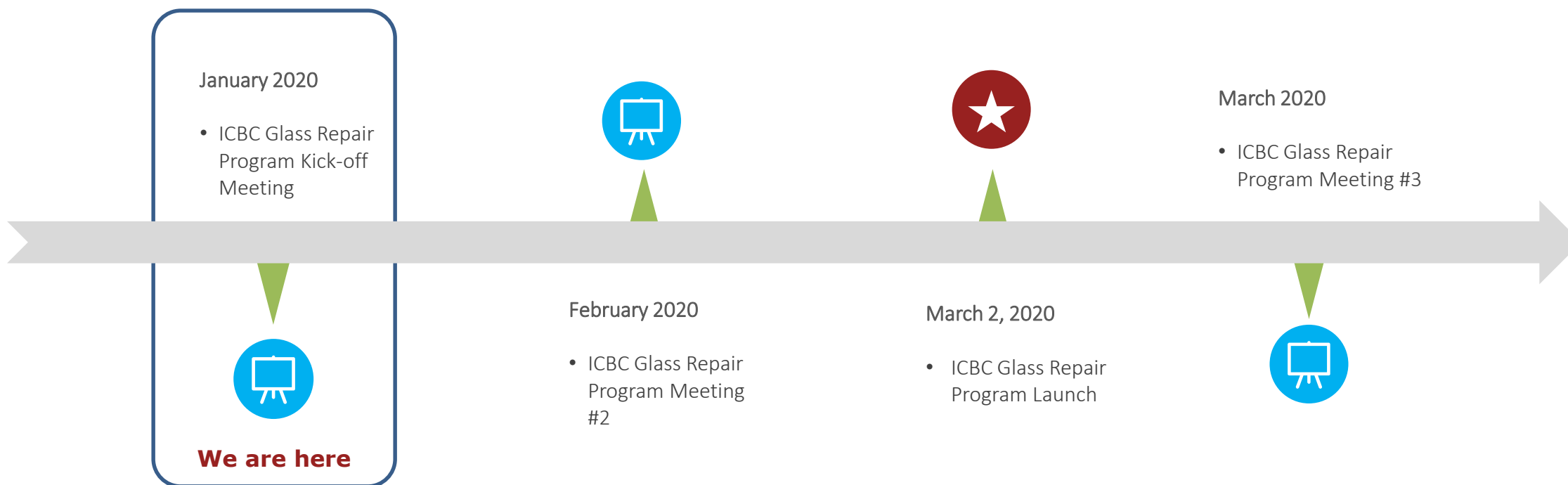
Roles and Responsibilities of an OSC





ICBC Glass Repair Program

On-site Coordinator Network Meeting Timeline





ICBC Glass Repair Program

Program Redesign

- Launch date
- Contracts
- Program guide highlights

Roles at ICBC

- Glass Compliance and Support Rep
- Account Rep
- Account Manager
- Program Manager
- QA Specialist

Entegral

- Overview
- Consent Process
- Demo

On-site Coordinator (OSC)

- Roles
- Responsibilities

Next Steps


- Resources
- Feedback
- Mentimeter Survey





ICBC Glass Repair Program


Resources

 **business partners**

Site requirements [icbc.com](#)

in Material damage

Material damage | Health services | Legal services | Driver services | Investigative partners | Insurance services | Road safety



Material Damage

Home » Material damage » New glass repair program

Material damage

- ✓ New collision repair program
- ^ **New glass repair program**
- On-site coordinator network
- Frequently asked questions
- ✓ MD supplier programs
- ✓ Express Repair program participants

New glass repair program

Stay up to date with news and communication on the glass program redesign.

Questions?

For questions related to program redesign, or support materials please use [our online form](#). For all other questions, please email MDPrograms@icbc.com.

News

ICBC releases glass repair program guide and agreement | January 13, 2020

Updates on Glass repair program redesign | December 3, 2019


Program guide


- [Glass program guide](#) (effective Mar. 2020)



ICBC Glass Repair Program

Feedback

[Auto insurance](#) [Claims](#) [Driver licensing & ID](#) [Vehicles & registration](#) [Road safety](#)



Material Damage

[Home](#) » [Material damage](#) » [New glass repair program](#)

Material damage

▼ New collision repair program

New glass repair program

▼ MD supplier programs

▼ Express Repair program participants

System user guides and job aids

Towing

Rental vehicles

New glass repair program

Stay up to date with news and communication on the glass program redesign.

Questions?


For questions related to program redesign, or support materials please use [our online form](#). For all other questions, please email MDPrograms@icbc.com.

News

ICBC road show feedback and next steps | September 30, 2019

ICBC changes that may impact non-Express glass shops | August 1, 2019

ICBC glass program redesign road show finishes - next steps | July 18, 2019



New Collision and Glass Repair Programs

Following extensive industry consultation, ICBC is preparing to implement the new Collision Repair and Glass Repair programs in early 2020. We will communicate regularly and directly with repair facilities throughout this process; nevertheless, should you have questions, please send them to us using the form below. We will respond to your inquiry within ten business days.

Only questions concerning the new collision and glass repair programs are to be submitted via this form. Please direct questions about ICBC's other supplier programs to MDPrograms@icbc.com or to your usual ICBC contact.

Thank you.

*What is your question about?

*Company name

*First name

*Last name

*Business email address

*What is your question?

Please do not include any personal information.

Submit



ICBC Glass Repair Program

Frequently Asked Questions (FAQ) section



ICBC

Auto insurance Claims Driver licensing & ID Vehicles & registration Road safety

Search...

Material Damage

Home » Material damage » New glass repair program » Frequently asked questions

Material damage

New collision repair program

New glass repair program

Frequently asked questions

MD supplier programs

Express Repair program participants

System user guides and job aids

Towing

Rental vehicles

Commercial estimating services

FAQs: new glass repair program

Tiering

KPIs and regionalization

Training

Will ICBC cover the cost to access OEM repair procedures?
Gaining access to OEM repair procedures is the responsibility of the repair facility. ICBC considers this information to be necessary for the execution of safe, proper vehicle repairs.

National auto glass specification (NAGS)

Shared benefits



ICBC Glass Repair Program



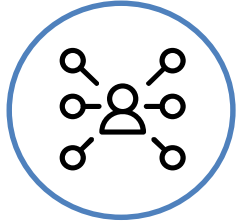


ICBC Glass Repair Program

Next Steps



Visit the MD section of ICBC's Business Partners site



Share the information provided with your colleagues



Attend the next online meeting in February



Submit any questions using the form on the Business Partners site.



ICBC Glass Repair Program



Thank You
for
Joining Us Today!