



building trust. driving confidence.

January 7, 2016

Attention: All towers

Subject line: Changes to access and hours at some ICBC material damage facilities

Good afternoon,

ICBC is implementing the following procedural change to improve the safety and service at our material damage facilities across the province.

The following changes are effective immediately.

Passengers are no longer permitted in the yard area of the centralized estimating facility and salvage yards. Your passengers are required to wait in our office area for the duration of your visit.

The Lower Mainland salvage yard will open one hour earlier. New hours are 7:30 a.m. to 5 p.m. Monday to Friday. The tow truck gate will continue to close at 4:30 p.m. to allow trucks in the yard time to complete their drops before closing.

We remain committed to continuously reviewing our safety and security procedures and make changes as needed to help ensure a safe and secure environment for our employees and business partners.

If you have any questions about this communication, please do not hesitate to contact me by [email](#) or phone (604-777-4628).

Regards,

Sue Jibson
Manager, Claims Operations, Total Loss and Salvage