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April 6, 2016

**Attention: Glass Express suppliers**

**Subject line: Business improvements for glass claims**

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As part of ICBC's commitment to making continuous business enhancements, we're improving how we share compliance information with our valued Glass Express program participants.

Effective April 18, ICBC Provincial Glass Support Representatives will send completed "CL395 – Glass Express Compliance Review" forms (CL395) by email or fax to Glass Express participants detailing any non-compliance issues identified. The CL395 will include program variances, potential dollars at risk along with details about any actual dollars at risk (payment corrections).

This open and transparent approach to managing Glass Express Program compliance will be a valuable tool to help you identify training and coaching opportunities.

If you have any questions about this communication, please feel free to email [Joanne Thornley](#) or contact her by phone at 778-368-6972.

Thank you for your continued commitment in providing consistent quality repairs and services for our mutual customers.

Regards,

Kevin Kaufmann  
Manager, Claims Commercial Services