

March 10, 2016

Attention: c.a.r. shop VALET participants outside the Lower Mainland

Good afternoon,

Starting today, c.a.r. shop VALET participants outside the Lower Mainland should use our new [Express Repair Support Request](#) form, located on the material damage partners page under Express Repair programs, to submit the following estimating enquiries:

- additional repair estimate sheets (B sheet requests);
- deductible checks;
- payment enquiries; and
- miscellaneous enquiries (provide details in the comments section of the form)

Please discontinue using the pilot email we set up last year for estimating enquiries. We've enhanced the pilot program with this new form to ensure we have all the information we need in order to help you with your request. We recommend you bookmark this form.

For B sheet requests which include any teardown required, the responding estimator will call you to discuss the teardown time required as they're responsible for reviewing, approving and completing all incoming B sheet requests. Please note that the estimator may require further information or documentation.

We're committed to improving the value and services for our mutual customers, and that includes making process changes that create efficiencies for you and improve the quality, consistency and timelines of our claims handling. Over the next few months we'll review this pilot to determine if we can expand it to other areas in the province.

We also want to remind you that our Express department hours of operation are 7:30 a.m. to 5 p.m. Monday to Friday with limited service on weekends and statutory holidays to provide you with more support and flexibility, allowing you to better serve our mutual customers.

If you have any questions about this business improvement, please [email me](#) or contact me by phone at 250-861-7902.

Regards,

Larry Kucher
Manager, Claims Operations Estimating Services