



The following are some frequently asked questions about the improvements ICBC made to its Express Repair Program Guide, effective February 1, 2016.

Performance Management

- Q.** If our shop requests to be added to ICBC's Focus List because of a new estimator at our facility, how long do we stay on the list?
- A.** Minimum time on the Focus List is two months; total length of time on the Focus List will depend on the performance of the Express Repair Participant.
- Q.** While on the Focus List, will ICBC only review the new employee's estimates?
- A.** No, while on the Focus List all estimates will be subject for potential review.
- Q.** Will there be an increase in the frequency of Drop-In Visits (DIVs) with the new changes?
- A.** There is no anticipation for an increase to DIVs resulting from the program improvements.
- Q.** Can we dispute a DIV?
- A.** The following steps are available if a shop feels there is a discrepancy with a DIV:
- Step 1: contact the estimators' manager. If no resolution can be reached with the manager, then proceed to step 2.
 - Step 2: contact the Material Damage Programs Compliance advisor responsible for your area.
- Q.** Are there any changes to the Earned Authority 1 (EA1) and Earned Authority 2 (EA2) limits?
- A.** Not at this time; Earned Authority 1 remains at \$1500 and Earned Authority 2 remains at \$2500 (with Parts Autonomy)

Key Performance Indicators (KPIs)

- Q.** The Key Performance Indicators (KPIs) could be affected when a shop repairs large volume of high-end vehicles and as a result the shop may not be able to meet the EA2 KPI target of 104. Are there any EA2 provisions for facilities that are affected by their book of business?
- A.** Currently the qualifications for Earned Authority 2 are maintaining a KPI score of 104 or higher, meeting or exceeding the regional OEM parts usage targets; in addition to not having a negative audit or being in a Poor Performance Review within the last 12 months. Mix of business on its own is not a qualifying factor for earning or losing Earned Authority 2.

Alternative Transportation Service (ATS) and Rental Vehicles

- Q.** What is Passenger Vehicle Rental Tax (PVRT) and can we claim it when we book in-house rentals utilizing ATS?
- A.** PVRT is a provincial tax. ICBC will reimburse the Express Repair Participant the PVRT amount when they provide replacement transportation billed under the ATS allowance. For more information, refer to a previous [Memo](#) on this.
- Q.** Can we use a non-preferred rental supplier if they meet ICBC rental rates?
- A.** Before a vehicle rental is authorized, a vehicle rental company must be selected by the customer. ICBC recommends that customers use one of the preferred rental vehicle suppliers, however the customer retains the choice of vehicle rental supplier. If the preferred rental supplier is not a viable option; the Express Repair participant must submit a CL113H where ICBC will contact the customer to make the necessary alternate transportation reservations.
- Q.** If the preferred rental supplier does not have a vehicle available can we book directly with a non-preferred supplier?
- A.** If the preferred rental supplier does not have a vehicle available a CL113H must be submitted to ICBC in order for ICBC to contact the customer to discuss other alternate transportation options.
- Q.** What can we do when the insured has Loss of Use (LOU) limits and the majority of the rental costs have been used up before the vehicle is towed in?
- A.** If the customer has reached their LOU limits prior to the ATS responsibility date; the Express Participant has the option to take over the rental as part of their ATS allowance or move the customer from the rental vehicle into one of their own ATS vehicles. If the customer chooses to remain in the rental vehicle they will only have coverage till they reach their LOU limits; ATS will not be able to be collected at this point.
- Q.** We've submitted our CL113H for our customer to receive a rental vehicle from a preferred rental provided for next week. However, the customer just called to inform us they are not eligible to rent a vehicle. What are our options?
- A.** If the Express Repair Participant has a customer who for whatever reason can't rent a vehicle and the CL113H has been submitted, the participant may contact ICBC to discuss other options to assist the customer. However, the participant must contact ICBC at least one full day prior to the ATS responsibility date to discuss these option.

Photos

- Q.** Why can I still only load 30 photos with estimate?
- A.** If utilizing Audatex Estimating platform to upload photos you are only able to upload a maximum of 30 photos. However, you can upload a maximum of 50 photos if you upload them directly to the Claims Digital Imaging System (CDIS).
- Q.** Will the 50 photos increase be enough room with additional requirements?
- A.** Yes, one of the reasons we increased the photo capacity is because we're requesting many of the photos now listed as a minimum requirement to assist with vehicle appraisals. That enhancement was also based on the feedback we received during the 2015 industry information session on this ICBC can do to better meet the needs of our mutual customers.

General

- Q.** When are Actual Cash Value (ACVs) being completed?
- A.** ACV's will continue to be processed as required when a value is required to determine the reparability of a vehicle. The Provincial Express Unit has limited staffing Saturday and Sundays; however, are able to process ACVs on these days, if required.
- Q.** What is the correct procedure for Multiple Claims Policy?
- A.** A new requirement for Express Repair Participants is to clearly identify to ICBC when a customer is presenting multiple claims to be repaired simultaneously. The requirement for the participant is to create an Estimate remark noting the multiple claim numbers and subsequently marking each estimate as "Requires Review" when submitting the estimates for approval.
- Q.** Is there a need to request review with a minor repair claim and a minor glass claim?
- A.** It depends on whether the combined claims could potentially trigger a total loss warning. The objective of this procedure is to clearly identify multiple repair claims in order for ICBC to administer proper appraisal decisions to avoid repairing potential total losses. If the repair claim and glass claim combined would trigger the total loss warning then yes, the Multiple Claims policy would be applicable.
- Q.** Is there any expectations regarding percentage of Green, Amber and Red results?
- A.** As this rating system is new to ICBC's auditing program there are currently no expectations as to the quantity or frequency we expect to see with each rating. In addition, there are no targets set on the advisors as to expectations to delivery specific ratings. The purpose of the new rating system is to provide a clear outcome to our c.a.r. shop VALET suppliers in order to help them understand the final audit results. Also, this new rating system will help with internal reporting requirements.