



December 30, 2015

Attention: c.a.r. shop VALET suppliers

Express Repair Program improvements

ICBC is pleased to announce that we're making improvements to our Express Repair Program for our valued c.a.r. shop VALET participants, effective February 1, 2016. The program enhancements are a direct result of your feedback, and supported by input from ICBC/ARA liaison committees. It demonstrates our commitment to listening and working with you to help you better serve our mutual customers.

The following is a summary of the improvements.

- The layout and format of the guide is simplified.
- The performance review model is updated so there are less financial sanctions and more focus on helping you improve any negative performance trends. With this, we have also removed a rate structure that was previously used only when shops were sanctioned.
- Earned authority has been separated from labour rates to ensure we're recognizing VALET participants who have demonstrated their eligibility to be in the program.
- Business Review process is eliminated. ICBC will continue to complete Performance Reviews, Drop-In Visits (DIV) and audits.
- Simplified DIV process to improve efficiencies and communication.
- Clarified photo requirements and enhanced ICBC's photo capabilities to improve efficiencies.
- Clarified Alternative Transportation Service (ATS) requirements and exclusions.

The updated Express Repair Program guide will be posted on our partner's page in the coming weeks, and in late January we'll be holding web-based training sessions to review the details and answer any questions you may have. Details to follow.

Please save your specific questions about the changes until the training session. If you have any other questions, please contact Christopher Hancock, Manager, Material Damage Programs and Industry Relations, by email at christopher.hancock@icbc.com or by calling 604-777-4575.

Thank you for your feedback. We remain committed to listening and working with you to ensure we provide consistent quality services for our mutual customers.

Regards,

Gerry Tyller
Director, Material Damage