



June 27, 2016

Attention: All heavy equipment suppliers

ICBC’s Accreditation Programs department in conjunction with Commercial Estimating Services will be reviewing all current Heavy Equipment Suppliers commencing July 4, 2016. An MD Supplier Programs Coordinator will be in contact with each supplier to initiate the review process.

ICBC has created new business types to recognize the type of work you do. When you complete the Material Damage Supplier Number – Trade form (CL174), select the business type(s) that describes your line of business, which should coincide with the Commercial Claims Supplier Tools and Equipment Requirements checklist (CL174L). This supplier review will capture this information and our records can be updated.

Previous Business Types	NEW Business Types
Heavy Equipment – Dealer	Heavy Equipment – Dealer Paint & Body
Heavy Equipment – Independent	Heavy Equipment – Independent Paint & Body
Heavy Equipment - Specialty	Heavy Equipment – Specialty (i.e. crane repair, bulldozers, construction equipment)
	Heavy Equipment – Trailer
	Heavy Equipment - Mechanical

Heavy Equipment suppliers that meet all of the body, paint and frame¹ business requirements for Heavy Equipment – Dealer Paint and Body or Heavy Equipment – Independent Paint and Body will be contacted by Commercial Estimating Services to discuss participating in a Heavy Truck Express pilot process. The Heavy Truck Express pilot is anticipated to commence September 6, 2016, and is expected to run for a minimum of six months. To be eligible for participation in the Heavy Truck Express pilot your supplier review must be completed no later than August 26, 2016. Any reviews outstanding by this date may result in your facility not being able to participate in the pilot project.

This pilot process will initially focus around the repair facility completing an estimate upon receiving a vehicle along with the ICBC claim number. Initial estimates generated by the repair facility will be submitted to a dedicated Commercial Estimating Services e-mail address. Additionally, ICBC will request claim documentation damage photos be loaded by the repair facility to ICBC’s Claims Document Imaging System (CDIS). Estimate authorization will follow the current process of initial authorization, supplements, and final review and payment authorization by an assigned Commercial Estimator/Appraiser through the direct e-mail CL14 payment process. The goal is to reduce the initial estimate cycle time and improve the consistency in sharing material damage documentation.

ICBC will provide a dedicated contact phone number, e-mail & web form to obtain claim information required by the repair facility to complete the estimate including the following:

- Deductible amount
- Accident description
- Tax status

^[1] Frame requirements additional detail: Full heavy truck dedicated frame machine, with a minimum of four moveable posts with a push/pull minimum capacity of 25 tons able to complete twist, sway and diamond frame repairs. Minimum frame machine size to fit a three axle Class A highway tractor.

- If the claim is authorized or on hold

At the conclusion of the pilot project additional information will be provided summarizing the outcomes of the project, including program requirements, express estimate review and governance.

Once the pilot procedures have been reviewed, a Heavy Truck Express Repair program guide and Heavy Truck Express Agreement will be created. With a targeted start day of the second quarter of 2017, qualified heavy equipment repair facilities will then be able to apply to the Heavy Truck Express program.

Regards,

Denis Nadeau
Manager, Claims Operations Commercial Services