



August 2, 2016

Attention: ICBC Material Damage Suppliers

RE: Insurance sales and Administration System Upgrade – PolicyCenter

Please be advised that we are upgrading our Insurance Sales and Administration System starting in August 2016, as customers renew their policies. The new system is called PolicyCenter.

The change you will notice is that the plate number and policy number will no longer only be displayed as the plate number. Policy numbers are being introduced to our claims systems; policy numbers will still be six characters long; however, with a '.' in the third position e.g. A1.3Y4. On ADXE generated estimates, policy numbers will be displayed in both the Policy Number and Plate Number fields (see example below). When confirming a customer's insurance information you will find both the policy number and plate number detailed in the customer's insurance documents. The new Mitchell system that is scheduled to be implemented in 2017 will differentiate between plate number and policy number.

Claim Information	
Cl#/Fm/Kol/Ex: [REDACTED]	Policy # : 12.V8N
Loss Date/Time: 15/09/2015	Loss Type: Collision
Deductible: \$500.00	
Hold: No	
Adjuster #: 02240	LVI Worksheet(s): 0
Claim Centre: 063 DIAL-A-CLAIM	
Address: 405 - 10470 152ND STREET	Work/Day: (604)520-8222
City Province Postal: SURREY, BC V3R 0Y4	FAX: (604)592-8877

2015 Subaru Forester 2.5i 4 DR Wagon
4cyl Gasoline 2.5 DOHC
6 Speed Manual

Lic.Plate: 12.V8N	Lic Province: BC
Lic Expire:	VIN: Inaccessible VIN
Prod Date:	Kilometer: 30,000
Regi #: [REDACTED]	Kilometer Type: Actual
Condition:	Code: F1935B
Ext. Colour: ORANGE	Int. Colour:
Ext. Refinish: Two-Stage	Int. Refinish: Two-Stage

Your continued support is appreciated as we work towards the implementation of our new insurance sales and administration system.

If you have any further questions, please feel free to contact Troy Campbell at 604-777-4575 or [email](#).

Gerry Tyller
Director, Material Damage