

December 14, 2017

Attention: Glass Express suppliers

Subject line: Windshield repair program updates effective December 18, 2017

I'd like to thank everyone who was able to join us for the web information sessions this week. The following provides a summary of the windshield repair program updates that were discussed and will be in effect on **Monday, December 18**. In addition the relevant sections of the [Glass Express program guide](#) will also be updated on Monday the 18th.

Please take time to review the following key updates, especially if you were unable to attend one of the sessions. For ease of reference, we have also noted below the relevant Glass Express program guide page numbers.

Driver's critical viewing area (page 6): The dimensions of the driver's critical viewing area has been updated thanks to your feedback, and with support from the Glass Express Liaison Committee. The updates provide a clearer definition, with a visual graphic; and continue to meet the requirements of the current regulations in the BC Motor Vehicle Act.

Digital images (page 12): A clarification was added, highlighted in red below. The second item below was a reminder to our participants of the image requirements on windshield repair claims.

All Claims: Photos taken from perspectives showing all four (4) corners **of the vehicle** including license plate.

Windshield Repair Claims: Photo of the entire windshield with damage(s) clearly identified. Damage(s) may be circled with a grease pen or otherwise visually marked.

Estimate and documentation storage > Parts invoices (page 13): Added the information below to ensure compliance with our [Glass Pricing and Billing policy](#) from a documentation perspective.

Billing cost plus 25% — when NAGS is not applicable, the packing slip and/or invoice must be provided detailing all applicable pricing.

Thank you again to all those who attended and for your continued commitment of providing quality services for our mutual customers. If you have any questions about this communication or the Glass Express program, please contact the Manager of Provincial Glass Operations, Lindsay Qually at 604-527-8704 or by email at Lindsay.Qually@icbc.com.

Regards,

Christopher Hancock
Director, Strategic Sourcing and Asset Management