



building trust. driving confidence.

February 8, 2017

Attention: all Glass Express suppliers

Subject line: ICBC will launch new windshield repair program

We're pleased to announce this spring ICBC will launch a new windshield repair program to improve the value and services for our mutual customers across the province.

This new program demonstrates our commitment to listening to feedback from our customers and stakeholders on ways we can improve services, and at the same time reduce the costs which are putting pressure on insurance rates.

Starting this spring, customers who purchase ICBC's optional comprehensive coverage will be able to have a chip in their windshield repaired for free, as long as the shop determines it is safe and appropriate to do so.

The new program will be included in ICBC's comprehensive coverage for private passenger vehicles as well as many light commercial vehicles – those with a gross vehicle weight of less than 8,800 kg.

We'll be working with you, our valued business partners and members of the Automotive Retailers Association and the New Car Dealers Association, in developing the new program and more details will be announced closer to its implementation this spring.

In the coming weeks, you'll also receive more information on how we plan to consult with industry. We look forward to working together on service improvements that benefit our mutual customers.

Regards,

Christopher Hancock

Director, Strategic Sourcing and Asset Management