

December 6, 2017

Attention: Express Repair Participants

Multiple Claim Process (original estimates only)

Based on your feedback, we've made some improvements in streamlining our process for multiple claim estimates to better serve our mutual customers. Effective immediately, all multiple claims (original estimates only) will now be handled by designated Estimators within Provincial Express. For your facility, there will be a couple of minor changes on how to notify Provincial Express that you are working on multiple claims (original estimates only). Please follow the steps described below, in the sequence laid out.

1) Express Repair Facility Writes Estimates:

- Express Repair facility prepares each estimate in sequence from oldest date of loss to most recent, writing the first estimate as if the second and third claim never existed, making a note of all claim numbers under each claim in Messages. This will also assist when referencing future Supplements.
- Select "Requires Review" for each estimate to trigger a compliance and select "Needs Attention" in the compliance window. Please note there will be further communication regarding the shops ability to adjust claims for overlaps.

2) Express Repair Facility Emails Provincial Express:

- Express Repair facility emails the notification of multiple claims and the associated claim numbers to cc79@icbc.com inbox. We have added a hyperlink to this email address on the Express Estimator Unit Contact List.

3) Express Repair Facility Sends Claims to ICBC:

- Once the Express Repair facility has sent the email notification of multiple claims to the cc79 inbox, send the claims in. **You no longer need to wait for an email, asking you to send the claims.**
- After the claims are received, ICBC will proceed with reviewing for overlaps or potential issues such as total loss.

If you have any questions about this communication please contact:

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Thank you for your valuable feedback.

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ICBC building trust. driving confidence.
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