

December 21, 2017

Attention: Express Repair Participants

Process for documenting questionable damage(s) when submitting an Express Repair estimate for approval.

Express Repair Shop

If you determine that a portion of the damage being claimed may not be related to the loss incurred under that specific claim, and the customer is insistent that the questionable damage is related, take the following action:

1. Select "Requires Review" from the long expansion tab.
2. Once compliance is triggered, enter an **override note** stating the area of questionable damage being claimed and, if approved by ICBC, what labour time will be required to complete the repair. *Example:* Insured is claiming right front door damage @ handle, ICBC to advise. If approved, will require 2 hrs. and R&l's. (note: there is a max of 200 characters in this field).
3. Select "needs attention" from the compliance window.
4. Submit the estimate to ICBC, **without** the questionable damage being entered into the estimate body or repair lines.

The Express Repair Estimator will determine the appropriate action and follow up with the Express Repair Facility.