



March 16, 2017

Attention: all Glass Express suppliers

Subject line: ICBC's windshield repair program comes into effect

We're pleased to announce that ICBC's new windshield repair program will be available to our customers as of March 27, 2017.

We'd like to thank everyone who attended one of the 15 consultation sessions we recently held across the province. We received very valuable feedback that helped us develop the details of the program for the benefit of our mutual customers.

Customers who purchase ICBC's optional comprehensive insurance for their private passenger vehicles, with a gross vehicle weight of less than 8,800 kg, will be able to have a chip in their windshield repaired for free, as long as the Glass Express facility determines it is safe and appropriate to do so.

Program highlights

- Windshield repairs must be completed by a Glass Express supplier.
- Customers do not need to call us first. They can take their vehicle directly to one of our Glass Express facility to determine if the windshield chip repair is safe and appropriate to complete.
- Glass Express suppliers will be the ones to determine whether a chip is safe and appropriate to repair. For instance, windshield chips that are larger than the size of a loonie may require a replacement (rather than a repair).
- Customers will not pay a deductible for windshield repair claims and there will be no impact to a customer's claims history or future deductibles.
- A maximum of three damaged areas can be repaired on an individual claim basis. There are no limit to the number of windshield repair claims per policy period.

Supplier training/program guide

- We will post [training materials](#) and the updated [program guide](#) **by the afternoon of March 20**. Please ensure that all Glass Express participants review the relevant information prior to implementation.
- Information on [icbc.com](#) will be updated next week, prior to implementation, to ensure customers have details about the new program.

Customer services and guarantees

- The program guide will detail windshield repair criteria, including the guarantees that Glass Express suppliers are to provide. Please ensure you review these important details.

Supplier rates

We're pleased to announce that ICBC's windshield repair rate will be \$75, for up to three chip repairs per claim.

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 insurances rates.

If you have any questions about this communication or a specific windshield repair claim, please contact either:

- Shane Loiselle, Manager Claims Operations and Estimating Services, by email shane.loiselle@icbc.com or by phone at 604-850-8002; or
- Lindsay Qually, Manager of Estimating Services, by email at lindsay.qually@icbc.com or by phone at 604-527-8704.

Regards,

Christopher Hancock

Director, Strategic Sourcing and Asset Management