

April 23, 2018

Attention: c.a.r. shop VALET participants

RE: Changes to Direct Rental CL113 forms

In an effort to improve processing and handling of **notifications of direct rental**, minor changes to the CL113F and CL113H forms have been made. These changes will provide a better user experience for shop staff completing these forms.

As indicated in the image below, you no longer need to select the appropriate Loss of Use team, but rather, the claim office closest to your shop. Simply select the **Lower Mainland** or **Outside Lower Mainland** radio button and a list of claim offices in that region will appear in the drop-down box. There are no changes to the current process or any other part of the form.

CL113F - Notification of Direct Rental

Complete and submit this form to the handling Claim Centre (as outlined in the Express Repair Program Guide) when Express Repair Participant determines they are unable to satisfy a customer (with access to coverage for expenses incurred in renting a replacement vehicle) through ATS.

If ICBC does not receive this form as outlined in the Express Repair Guide, then the participant must meet all of the customer's alternate transportation needs for the duration of the repair.

Note: To see the locations and dates applicable to this form, please visit the [Express Repair programs page](#).

Location Lower Mainland Outside Lower Mainland *

Claim Office Location *

Repair Shop Name *

If you have any questions about these changes, please speak with the Estimating Service Manager at your local ICBC Claim office.

Sincerely,

Troy Campbell

Manager, MD programs and Industry Relations