

**Attention: All c.a.r. shop VALET suppliers, All Glass Express suppliers**

**Subject line: ICBC's ClaimCenter system upgrade is complete**

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Good afternoon,

We have completed the upgrade to ClaimCenter, ICBC's claims management system. Thank you for your patience through this transition.

Mitchell Estimating, Glass Web Express and the Claims Document and Image System are once again communicating with ClaimCenter. All systems will continue to function as they did before the outage.

We understand that this outage may have impacted your ability to service our mutual customers, and we apologize again for the inconvenience.

Should you have any issues with the system, please contact your local material damage manager.

Regards,

Greg Beauregard

Manager MD & Fraud Strategy and Programs