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May 1, 2018

Attention: All glass suppliers (Glass Express and Base)

Subject line: Updates to ICBC's policies effective June 4

Good afternoon,

As you know, ICBC has been looking at ways to reduce the cost pressure on insurance rates and as part of this work we are updating our [glass pricing and billing policy](#) and the [moulding allowance and documentation requirements policy](#) effective June 4.

Our glass pricing and billing policy will be updated so that ICBC will pay the lesser of the National Auto Glass Specification (NAGS) pricing (minus ICBC's discount) or the original vehicle equipment (OEM) retail cost. At the same time, we are adjusting our NAGS discount to 25%.

For the moulding allowance and documentation policy, we will only pay the allowance (\$45.26) when a moulding is actually replaced. That means, suppliers will be required to select the moulding allowance option on an estimate only if the moulding has been replaced.

The [Glass Express Program Guide](#) and Material Damage Procedures links provided above will be updated prior to the June 4 effective date.

As of June 4, NAGS parts will be priced using the May NAGS pricing as listed in the current NAGS calculator (less 25%). The exceptions to this will be claims with a Replacement Cost Endorsement (APV 286A) or a New Vehicle Replacement (NVR+) policy. The new NAGS prices will apply to claims completed on or after June 4.

We are also in the process of reinstating our industry Glass Express Liaison Committee so we can work together to look at ways to improve efficiencies for shops and ICBC, while increasing value and services for our mutual customers.

If you have any questions about this communication please contact Lindsay Qually, Manager of Estimating Services, by email at lindsay.qually@icbc.com or by phone at 604-527-8704.

Regards,

John Wood
Director, Material Damage and Fraud Strategy and Programs