



August 31, 2018

To: All collision repair suppliers (c.a.r. shop VALET, c.a.r shop, and Base)

Subject: ICBC rental vehicle supplier agreements extended

Good afternoon,

Please be advised that ICBC has extended its rental vehicle supplier agreements with Devon Transport/Budget Car & Truck Rental, Hertz Canada, and Ron Ridley Rentals. These extensions will ensure that our mutual customers continue to receive excellent service while we prepare for and implement the new procurement process.

Following is the list of communities where our preferred rental vehicle suppliers offer services for our customers:

Devon Transport/ Budget Car and Truck Rental	Castlegar, Cranbrook, Kamloops, Kelowna, Nelson, Penticton, Prince George, Prince Rupert, Salmon Arm, Terrace, Trail, Vancouver Island (Duncan to Campbell River, including Port Alberni and Tofino) and Vernon
Hertz Canada	Lower Mainland (Hope to West Vancouver) and Victoria
Ron Ridley Rentals	Williams Lake and surrounding area

ICBC will continue to refer those customers requiring rental service to the preferred supplier in their area when they (1) have purchased ICBC Loss of Use coverage, or (2) are not at-fault for the claim. Nevertheless, customers are always free to use the rental vehicle company of their choice.

We will also continue to accept direct billing from all rental vehicle companies with a supplier number (for rate structures, please visit ICBC's [business partners site](#)).

As always, Express Repair facilities that are unable to accommodate a customer's transportation needs must notify ICBC through the CL113 (F/H) process so that we can refer customers to a rental vehicle provider in their area.

In order to address increasing pressures on insurance rates, ICBC must ensure that our rental vehicle program continues to provide customers with quality service at the best value. To that end, a Negotiated Request for Proposals is expected to be posted on [BC Bid](#) no later than October 15, 2018.

Should you have any questions about ICBC's rental vehicle program, please contact the [Loss of Use team](#) in your area.

Sincerely,

Greg Beauregard
Director, Material Damage, Fraud Strategy and Programs