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May 9, 2018

RE: ICBC Reintroducing Drive Appointments

On May 22nd ICBC will be reintroducing drive appointments for customers in the Coquitlam and Langley Claim Centre. ICBC will continue to direct our customers, who qualify, to Express Repair facilities. Reopening the Estimate Appointment menus in these offices will support those customers required to attend a claim centre for their estimate. Estimators located in these offices will conduct site visits to Express Repair participants and re-inspections at non-Express Repair facilities, previously completed by CEF and Express Estimators.

As a result of the reopening of these offices, Claim Centre road boundaries have been changed:

Coquitlam CC21

Will service the vendors east of North Road encompassing Coquitlam, Port Coquitlam, Port Moody, Pitt Meadows and Maple Ridge.

Burnaby CC10 (currently managed by CEF)

Will service the vendors west of North Road to Boundary Road encompassing New Westminster.

Langley CC23

Will service the vendors east of 176th Street to 260th Street in Aldergrove encompassing Walnut Grove and Port Kells.

Newton CC28

Will service the vendors west of 176th Street encompassing Surrey, Delta, Tsawwassen and Annacis Island.

For the non-Express Repair facilities in the Coquitlam and Langley road boundaries please request supplements and re-inspections by emailing Coquitlam @ cc21road@icbc.com and Langley @ cc23road@icbc.com.

Please include the following information in your email requests:

- claim number
- date the vehicle is at the shop
- description of request

If you have any questions please contact Gary Welford, Manager, Estimating Services, Coquitlam and Langley Claim Centres at 604-533-7427.

Thank you,

Wade Adams, Manager
Claims Operations Estimating Services