

ICBC releases collision repair program guide (Accredited participants (c.a.r. shop program))

December 3, 2019

Following extensive consultation with industry, ICBC is pleased to share that the new collision repair program will be implemented on February 3, 2020.

The new program aims to introduce efficiencies and incentives that benefit customers, industry, and ICBC, and recognizes advancements in the vehicle industry that have increased the need for specialized equipment and training. The updated requirements help ensure that all collision repair facilities that participate in ICBC's program have the capability to repair vehicles according to manufacturer standards.

If you have already started an application to enroll in ICBC's existing Express repair program (which will end on February 2, 2020), we will continue to work with you to determine if your facility will qualify for participation in the new program when it launches on February 3, 2020. Accredited applicants that successfully qualify for the Express repair program before February 3, 2020 will be offered a new collision repair program agreement, and will be accepted into the program as Tier 2 facilities.

Accredited facilities that do not achieve Express status before February 3, 2020 may continue with their applications until ICBC makes a determination on their application or their Accreditation Agreement expires on June 30, 2020 (subject to the termination provisions of that agreement). Accredited facilities that successfully apply and are granted entry to the new collision repair program after February 3, 2020 will be placed in the Assessment Tier. Unsuccessful applicants, or accredited facilities that do not meet Express requirements prior to the termination of their Accreditation Agreement, can subsequently apply to the new program as new applicants, subject to the requirements outlined in the [collision repair program guide](#). Please note that there will be a three-month moratorium on new applications commencing February 3, 2020.

The new [collision repair program guide](#) is available for review on our [Business Partners website](#) which has the latest news on the new program. We will be providing further information on the new collision repair program at our online meeting on December 12. We encourage you to review the last [recorded meeting](#) on November 6th online and to participate in the upcoming meeting to learn more about the new program, associated software applications, and to have an opportunity to ask questions. Invites were sent out in late November, so please register as soon as possible if you have not already done so.

In the meantime, should you have any questions, please send them to us using the [form](#) on our [Business Partners website](#) and we will respond as soon as we can. We hope you can join us on December 12 and learn more about the new collision repair program.

Kind regards,

Greg Beauregard
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