



Claims procedures

Policy on glass only sublet

Policy on handling glass only sublet.

Policy

Subletting of glass only claims is permitted by:

- accredited repair facilities (c.a.r. shop)
- new car motor dealer mechanical facilities, or
- heavy equipment facilities.

Note: Glass facilities are not permitted to sublet glass only claims. However, calibration of Advanced Driver-Assist System (ADAS) equipment related to a windshield replacement is permitted. ICBC does not pay a markup on sublet repairs. Repair facilities must seek a trade discount (percentage off the final amount) for sublet repairs.

The supplier that submits the glass invoice for payment must:

- deal directly with the vehicle owner or representative, and
- collect the deductible from the vehicle owner or representative.

Glass Express Agreements

Accredited (c.a.r. shop), heavy equipment, and New Car Motor Dealer Mechanical facilities that are also Glass Express facilities:

- are bound by the current Glass Express agreements for all Glass Claim Report and Payment Requisition – Glass Express (CL14BX) claims, and
- must process all CL14BX glass claims through the ICBC Glass Web Express system at the applicable Glass Express rate.