



August 30, 2019

Attention: Collision repair and glass suppliers

Re: Changes to rental program in place as of September 1st

Hello,

As part of the ongoing commitment to provide efficient, quality rental services to our customers at the best market value, ICBC has been negotiating agreements over the past few months and are pleased to announce that we have completed negotiations and have signed agreements with the successful rental vehicle vendors.

The following table outlines the locations that will be covered by each vendor, starting September 1st:

Rental Supplier	Region	Awarded Cities
Enterprise Rent-a-Car	Lower Mainland	All
	Vancouver Island	Comox, Courtenay, Duncan, Nanaimo, Victoria
	Southern Interior	Cranbrook, Kamloops, Kelowna, Vernon
	North Central	Fort St. John, Prince George, Dawson Creek
Budget Car & Truck	Vancouver Island	Campbell River, Parksville, Port Alberni, Port Hardy, Tofino
	Southern Interior	Castlegar, Nelson, Penticton, Salmon Arm
Ridley Rentals	North Central	100 Mile House, Quesnel, Williams Lake, Bella Coala* (*subject to vehicle and staff availability)
Practicar Car and Truck Rentals	Southern Interior	Trail (Fruitvale, Montrose, Warfield, Rossland and Genelle), Creston, Salmo, Grand Forks, Christina Lake, Greenwood

The newly negotiated rates will be posted on our [business partner site](#).

All other processes remain the same:

- The process for reserving vehicles for customers will not change.
- ICBC will continue to refer 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. As always, customers are free to use the rental vehicle company of their choice.



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- We will continue to accept direct billing from all rental vehicle companies with a supplier number.
- 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 your area.

If you have any questions about rental vehicle service options in your area during this time of transition, please contact the Loss of Use Team in your area.

We look forward to our continued collaboration.

Best regards,

Greg Beauregard

Director, MD & Fraud Strategy & Programs