



building trust. driving confidence.

August 19, 2019

Attn: All Collision & Glass Shops

RE: Agreement with Ridley Rentals as Preferred Supplier Signed

As part of the ongoing commitment to provide efficient, quality rental services to our customers at the best market value, ICBC has been negotiating new agreements with rental suppliers.

We are pleased to announce that we have signed an agreement with Ridley Rentals to continue as a preferred rental vehicle vendor in Williams Lake, and become the preferred rental vehicle vendor in 100 Mile House, Quesnel and Bella Coola* (*subject to vehicle and staff availability), effective September 1st.

The newly negotiated rates will be posted on our [business partner site](#) prior to September 1st.

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.
- 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.

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

We look forward to our continued collaboration.

Best regards,

Greg Beauregard
Director, Material Damage, Fraud Strategy and Programs