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September 18, 2019

ATTN: All towing suppliers

**RE: Vehicle Impound Administrative Process at Driver Services – effective
September 16, 2019**

We are pleased to announce operational changes at Driver Services to make your Vehicle Impoundment transactions easier. The following process will address the particular pain points Industry shared with respect to wait times and employee training:

- Tow company representative checks in with reception/greeter and advises that they are attending to process Vehicle Impound Disposal paperwork
- Driver Services will direct them to a trained representative to process paperwork without waiting in the queue
- The trained representative will pre-screen paperwork and secure the required signatures if paperwork is in order
- Tow company representative will have the option to wait on site while the paperwork is processed, or to be notified when the paperwork is ready for pick-up

Driver Services has implemented this express process at ICBC driver licensing offices in the following areas:

- Greater Vancouver
- The Fraser Valley
- Victoria
- Nanaimo
- Kelowna
- Kamloops

Due to operational limitations, we are not able to implement these changes at Service BC locations or at Insurance Broker offices that support Driver Services on behalf of ICBC.

In order to receive express service, Driver Services strongly recommends that tow company representatives attend its offices Tuesday to Thursday between 9:30 am and 2:30 pm

If you have any questions, please contact:

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Regards,

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