

May 11, 2020

Attn: Glass Suppliers, Collision Suppliers

Subject: Temporary COVID-19 policy for insured statement signature

Dear business partner,

Our primary focus during the COVID-19 pandemic continues to be the health and safety of our business partners, employees and customers.

We recognize the additional precautions many of you have already taken to reduce the risk of exposure. To further support your efforts, ICBC will allow alternative electronic methods for confirming the insured's statement on estimates and invoices submitted for payment, provided customer consent is obtained.

For more details on what methods will be accepted during this time, please refer to the temporary policy which is available on the designated [COVID-19 page](#) of the business partner's site. This new temporary policy will apply retroactively to April 1 and will remain in place until May 31, at which time we will re-assess.

If you have any questions or concerns, please contact:

- Collision claims: Jonathon.Stewart@icbc.com
- Glass claims: James.Parry@icbc.com

Thank you for your continued commitment, support and understanding. Please stay safe and healthy, and look after yourselves and your families.

Regards,

Greg Beauregard
Director, Material Damage Strategy and Programs