



March 20, 2020

Dear MD Business Partners,

As the COVID-19 (coronavirus) pandemic evolves, we want to assure you that we continue to take steps to ensure the health and safety of our employees, customers and business partners. Our business continuity response teams are meeting daily to assess the situation and identify impacts to employees, customers and our business operations. As the situation evolves locally and the risk level changes, we will act quickly to implement additional protocols and provide those details on [icbc.com](https://www.icbc.com).

At the same time, ICBC is committed to maintaining critical customer services. This has meant adopting some new ways of working. One step we have taken is to reduce the potential risk of exposure at our offices by limiting appointments and drop-in visits to urgent transactions only at all Claim Centres.

As you can appreciate, claim volumes have been impacted by the pandemic. We know you have questions about what that means for your business and we are committed to providing you with relevant information as we are able to do so. We will continue to assess our operational needs and potential policy adjustments. We are also in the process of developing reporting that you can use to see how claims are trending so that your facility can make informed decisions regarding your operations.

Impacts to our new Collision and Glass Repair programs

We recognize COVID-19 is impacting customer behaviours and business volumes, and are committed to monitoring program data to determine what, if any, program adjustments may be required to our Collision and Glass Repair programs.

The tools and processes delivered by the program redesign will enable ICBC to get out of the way of industry, while increasing governance and control. We will continue to perform quality assessments in the back-end, while working to minimize facility impacts through our operations. Where possible, we are also limiting our in-person interactions and encouraging customers to deal directly with facilities to ensure they get the service they need during this time.

ICBC Entegral Profiles

We ask all repair facilities to continue to work toward the deadlines for completing your Entegral profiles. Recognizing the new pressures you may be facing, we will defer any contractual enforcement regarding the removal of facilities from the program who are not able to meet the deadlines due to the pandemic. Please understand that this is a temporary accommodation due to the current extraordinary circumstances. ICBC reserves the right to carry out the terms of its agreements with repair facilities.

Collision Repair Facilities – Customer Surveys

We communicated that customer surveys would begin in March and this activity will continue as planned. During the week of March 23, we will begin contacting customers regarding service delivery at collision repair facilities. Please continue to encourage customers to participate in the survey process and to let them know to expect a phone call/email from ICBC.

Glass Repair Facilities – Customer Surveys

We communicated that customer surveys would begin in April and this activity will proceed as well. Glass repair facilities will be provided with further information in the following weeks as clear timelines become available.

Online WebEx Sessions

Our intent is to keep any previously scheduled online WebEX session(s) to allow ICBC and repair facilities to maintain core services while keeping aligned with social distancing protocols. At this point, we are reviewing the impact on our systems and will confirm any sessions with industry shortly.

We are here to help

ICBC is here to assist you with maintaining core services for our mutual customers across B.C. We understand this is not an easy time for you and your employees, and we are committed to following the advice from federal and provincial public health agencies and working with industry throughout the provincial state of emergency. For the most up to date information about ICBC and COVID-19, we encourage you to visit icbc.com.

Please send your questions to MDPrograms@ICBC.com.

Regards,

Greg Beauregard
Director, MD Strategy & Programs