



May 7, 2020

To our valued business partner,

The last couple of months have been challenging as COVID-19 has impacted all of our personal and professional lives.

I would like to thank each of you. Your resilience and dedication to our mutual customers during these challenging times are extremely appreciated.

Whether you're an owner or an employee, and whether it's in a collision, glass or recycling facility or at a tow or rental company, we know the additional precautions many of you have taken to protect the safety of employees and our mutual customers.

The pandemic has unfolded fast and how you interacted with your employees and customers began to change significantly. You have implemented additional cleaning practises for vehicle sanitization and adapted your business processes to support physical distancing. Our primary focus will continue to be the health and safety of everyone: you, our customers and employees, while ensuring that together we can continue to provide the services British Columbians rely on.

I've had the opportunity to speak and connect with a few of you, and I appreciated the honesty you shared about the reality of your challenges, fears, and concerns for both your businesses, but also on the personal side too. There was and still is a great deal of uncertainty in automotive repair, but we're staying connected and all in this together. While we're only at the "end of the beginning," I know by staying connected, identifying issues and opportunities, we'll get through this.

You rose to this unprecedented challenge with us, and we'll continue this journey together. Thank you again for your continued commitment, support and understanding.

Take care,

A handwritten signature in black ink, appearing to read "Kathy Parslow", is located below the "Take care," text.

Kathy Parslow
Vice President of Claims Customer and Material Damage Services
ICBC