



building trust. driving confidence.

September 20, 2021

Attn: Collision Repair Participants, Glass Suppliers, Towing, Salvage Purchasers

**RE: ICBC Technology Requirements**

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Dear business partners,

We have updated our [Technology Requirements](#) to ensure that when accessing ICBC systems, the software used is both current and supported for the protection of our customer data. This also reduces the chances of your systems being infected with viruses or malware.

Please review the updated requirements for more information. We understand this may require some system updates; as a result, the effective date to ensure that your software meets these requirements is **October 31, 2021**.

If you have any questions:

- Collision and Glass suppliers - contact your [Account Service Representative](#).
- Towing suppliers - contact Supplier Program Administration at [supplierprograms@icbc.com](mailto:supplierprograms@icbc.com).
- Salvage Purchasers – contact Joanne Thornley at [Joanne.thornley@icbc.com](mailto:Joanne.thornley@icbc.com)

Regards,

Greg Beauregard  
Director, Material Damage Strategy and Programs