



June 1, 2022

Attn: Glass Repair Program participants

RE: Multi-year rate schedule for glass repair partners

Hello everyone,

I'm pleased to share with you some announcements that will benefit our glass repair partners.

Three year rate schedule

To help address ongoing inflationary cost pressures, we're providing our material damage partners a rate increase of up to approximately 9% over the next three years.

In the first year, effective July 1, 2022, glass repair partners will receive a 3% increase to labour rates. The new rate is \$55.65 and applies to estimates for work that are in progress and new work as of July 1, 2022.

The rate increase will be based on the BC Consumer Price Index (CPI), less 20% of the CPI, for a maximum labour rate increase of 3% (capped). We're also calculating the annual BC CPI based on a measurement period of May-April to capture increases to inflation in the months leading up to the July effective date.

We made the decision to calculate the rate this way in exchange for a multi-year increase. A multi-year rate schedule provides you with consistency and allows you to better plan for future years.

The increase is designed to help address rising cost pressures faced by industry, while delivering on our commitment to keep rates affordable for British Columbians.

Shared Benefits program

I'd also like to share an update on the Shared Benefits program. During the last measurement period (April 1, 2021 – March 31, 2022), the repair ratio increased to 28.5%. This is a moderate increase from the previous baseline repair ratio of 28.2%, which was based on a two year average (2020/2021).

This increase resulted in approximately \$291K in savings, which means 40% (\$116K) will be shared with high performing participants as outlined in [Section 5.6. of the Glass Repair Program Guide](#).

We'll notify individual suppliers of their shared benefits allocation, and they'll receive it in the summer.

Moving forward, we'll continue to look for ways to improve and streamline the Shared Benefits program, including how we can recognize supplier performance on a more individual level.





If you have any questions about the rate increase or the Shared Benefits program, our [MD Account Services](#) representatives are here to help. Please don't hesitate to reach out.

Thank you for your continued support to provide our mutual customers with quality service.

Sincerely,

Alden Li,
Director, Claims Customer and MD strategy