



Good afternoon everyone,

We've received a number of inquiries related to rental reservations made before the policy effective date. We wanted to take this opportunity to help provide some clarity.

ICBC will honour all reservations submitted via CL113H prior to November 28, 2022. We will not cancel any reservations submitted before this time, even if the appointment date is after November 28, 2022.

Please reach out to MD Account Services if you have any further questions.

From: Supplier Programs
Sent: Friday, November 18, 2022 2:10 PM
Subject: Updates to rental vehicle booking process (CL113H)

Hello everyone,

Please note we made an error in our earlier communication. Our original email said "when *rental* facility" submits a CL113H. That should have read "... when a *repair* facility submits ...". Please note

We're making updates to the rental booking process. Effective November 28, when a **repair** facility submits a CL113H, ICBC will arrange for our preferred rental vendor to contact customers directly to assist with their rental vehicle booking.

We apologize for any confusion.

November 18, 2022

Attn: Collision Repair Program Participants

RE: Updates to rental vehicle booking process (CL113H)

Hello everyone,

We continue to look for ways to streamline our processes to make serving our mutual customers more straightforward.

We're making updates to the rental booking process. Effective November 28, when a rental facility submits a CL113H, ICBC will arrange for our preferred rental vendor to contact customers directly to assist with their rental vehicle booking.

The CL113H moves the responsibility of managing a rental vehicle to ICBC and/or ICBC's preferred rental vendor. Repair facilities are not responsible for and should not be arranging rental vehicles for customers when a CL113H has been submitted.





Once the CL113H is submitted, we'll have our preferred vendor contact the customer to arrange a rental vehicle. If, at this time, the customer requests a rental from a company other than our preferred supplier, the customer will be advised to contact their vendor of choice and make the booking directly.

Please note this update does not impact regions that do not use Enterprise as a preferred vendor.

When using the new process, please note:

- Repair facilities must not use the comment field on the CL113H to refer to booking management matters, as they will be addressed between ICBC and the customer.
- If a repair facility is taking a vehicle for immediate repair, they may still book the customer directly into a vehicle from a preferred rental vendor and submit the CL113H the same business day. In these situations, please note on the form that the vehicle was taken for immediate repairs as noted in 9.9 CL113 (F/H) — Notification of Direct Rental Form.

If you have any questions, please reach out to your MD [Account Service Representative](#). We're here to help.

Thank you for all you do to serve our mutual customers.

Sincerely,

Jamie Nunn
Manager, MD Program Services