



February 9, 2023

Attn: Collision Repair Program participants

RE: New hours for Loss of Use desk starting April 10, 2023

Hello everyone,

We're making updates to the operating hours of our Loss of Use (LOU) desk. Effective Monday, April 10, 2023, the new operating hours will be 8:30 a.m. – 4 p.m. Monday to Friday, excluding any ICBC recognized statutory holidays.

Inquires after 4 p.m. can be directed to lossfuse@icbc.com (for inquires in the Lower Mainland) or lossfuseOLM@icbc.com (for inquiries from outside the Lower Mainland). Emails marked URGENT will be dealt with on a priority basis, and in most cases, will be resolved the same business day.

We're making these changes to improve our efficiencies. We know that many repair facilities close at 5 p.m. and data from the last year shows the vast majority of our inquiries occurred well before this time.

Diverting calls at 4 p.m. allows us to allocate ICBC resources to more effective means of communication and have concerns addressed in a timely manner with our business partners. We expect to provide the same level of support to collision repair facilities as we do today.

Supporting repair facilities

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

Sincerely,

Kevin Gauley,
Director, Claims Shared Services

