



August 17, 2020

**Subject: A note from ICBC CEO: Post-implementation business review survey**

Dear business partners,

Last year, many of you joined us to share your feedback at the road shows we held across the province on the changes we were making to modernize our collision and glass repair programs. At that time, we committed we would do a review, post-implementation, to help us better understand the financial health and performance of the collision and glass repair industries.

The survey is your opportunity to help guide key decisions and our next steps.

Without quality data, we are unable to develop a comprehensive framework focused on collision and glass sustainability and remuneration. Many of you have expressed your concerns about the viability of these industries, and I encourage all of you to take the time to complete the survey before the August 21 deadline.

I know you are sharing sensitive business data and your privacy is important. As you're aware, PricewaterhouseCoopers (PwC) is the third-party independent consulting firm performing this review and your responses and feedback are strictly confidential. At no point will ICBC see your survey response.

I would like to sincerely thank those business partners that have already taken the time to complete the survey. By contributing to the data collected, you are helping to shape industry remuneration going forward.

If you have any questions related to the survey or the one-time contribution for your efforts in completing the survey, please email PwC: [ca\\_repair\\_industrysurvey@pwc.com](mailto:ca_repair_industrysurvey@pwc.com). If you have questions related to ICBC's role, please email: [PIBR@icbc.com](mailto:PIBR@icbc.com).

Thank you.

A handwritten signature in black ink, appearing to read "N. Jimenez", is placed above the typed name.

Nicolas Jimenez  
President and CEO