

April 30, 2020

Attn: Rental vehicle suppliers

**Subject: New ICBC temporary mandatory vehicle sanitization policy**

Dear business partner,

As the COVID-19 (coronavirus) pandemic evolves, we want to assure you that we continue to take steps to protect the health and safety of our employees, customers and business partners. We continue to assess the situation and we'll implement additional measures as needed, and provide those details on [icbc.com](http://icbc.com).

We recognize the additional precautions many of our valued business partners have also taken to protect the safety of your employees and our mutual customers during the COVID-19 pandemic. To support your efforts, we're introducing a new temporary vehicle sanitization policy for vehicles provided for an ICBC-related claim.

The following is a summary of the details, and we ask that you review the attached policy for full details.

- Mandatory requirement starting May 1, 2020, and ICBC will issue retroactive payment to April 1, 2020.
- This temporary policy will remain in effect until May 31, 2020, at which time we will reassess.
- The vehicle sanitization allowance is \$20 per recent contract between April 1, 2020 and May 31, 2020.

If you have any questions, please email [James Parry](mailto:James.Parry@icbc.com).

This mandatory temporary policy will also be available shortly on our designated [COVID-19 page](#) of our business partners site.

Thank you for your continued commitment, support and understanding. Please stay safe and healthy, look after yourselves, and your families.

Regards,

Greg Beauregard  
Director, Material Damage Strategy and Programs