

Dear Business Partner,

As the COVID-19 (coronavirus) pandemic evolves, we want to assure you that we continue to take steps to safeguard the health and safety of our employees, customers and business partners. We continue to assess the situation and identify impacts to employees, customers and our business operations. As the risk level changes, we will act quickly to implement additional protocols and provide those details on icbc.com.

Temporary Policy for Vehicle Sanitization

ICBC recognizes the additional precautions many of our valued business partners have already taken to reduce the risk of exposure. To support your efforts to protect the safety of your employees and our mutual customers during the COVID-19 pandemic, we have developed a mandatory temporary policy, attached. To ensure consistency, it will apply to all vehicle repairs with a start date of April 1, 2020, and will remain in effect until April 30, 2020, at which time we will reassess. This mandatory temporary policy will be available on our [MD Business Partners page](#) shortly.

Commercial & Heavy Equipment Claims

This policy will apply to those with applicable collision, comprehensive and specified perils coverage, for a temporary allowance of COVID-19 pre-repair & post-repair vehicle sanitization. The policy applies to all Commercial & Heavy Equipment claims.

For questions or concerns, please contact:

Commercial Claims: Troy.Campbell@icbc.com

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

Regards,

Greg Beauregard
Director - MD Strategy and Programs