

COVID-19 Temporary Customer Signature Policy

To help reduce the spread of COVID-19 for both our customers and repair partners, ICBC is temporarily providing the following alternative options for repair facilities to document the insured's statement on CL14s when social distancing prevents obtaining a physical signature in person. The policy will remain in effect until January 31st, 2021, at which time we will reassess.

Collision and Glass suppliers

POLICY

This policy applies to the following forms, each referred to below as "CL14":

- Original collision repair estimate "A suffix" and any additional estimate form requests (suffix B, C, D, etc.)
- CL14BX
- CL14B
- CL14R

To limit potential exposure to COVID-19, ICBC collision and glass suppliers temporarily may document the insured's statement using alternative methods. Suppliers must ensure that electronic communication with customers to accomplish this complies with ICBC's documentation requirements and all applicable legislation, including the Freedom of Information and Protection of Privacy Act (FIPPA) and Canada's Anti-Spam Legislation (CASL). Supporting documentation, including customer emails providing authorization to the repair facility, must be retained in accordance with ICBC's retention and storage procedures, and made available to ICBC in an accessible format for auditing and Quality Assurance (QA) purposes. General documentation and storage requirements are outlined in the [Collision Repair Program Guide](#), and [Glass Repair Program Guide](#).

Details:

Option 1: Electronic authorization to repair facility

1. Following completion of repairs and payment of the customer's portion, as applicable, the facility completes the Certificate of Repair or Certification of Work Completed on the CL14 per usual procedures.
2. With customer consent, the facility may scan and send an electronic copy of the CL14 to the customer via email.
3. The customer provides explicit written authorization by return email stating "I, [name of customer], authorize [name of facility representative] to sign the insured's statement on my behalf".

4. The named facility representative physically signs and dates the CL14 on behalf of the customer, with the date the authorization email is received, including a statement "Signed on behalf of customer, per COVID policy".
5. A copy of the email from the customer authorizing the facility representative to sign on their behalf must be kept on file by the facility.

Option 2: Electronic signature or proof of signature

1. Following completion of repairs and payment of the customer's portion, as applicable, the facility completes the Certificate of Repair or Certification of Work Completed on the CL14.
2. With customer consent, the facility may scan and send an electronic copy of the CL14 to the customer via email.
3. The customer may then:
 - print the CL14, sign it and return a copy to the facility by
 - email (scanned document)
 - fax, or
 - photograph taken by camera/smart phone technology; or,
 - Sign the CL14 electronically, returning the signed CL14 by return email that includes the statement, "I, [name of customer] confirm that I have signed the attached CL14 using [name of electronic signature application, e.g. Adobe Acrobat Reader]".