



June 29, 2023

Attn: Glass Repair Program participants

RE: Access to Mitchell Connect changes

Hello everyone,

I want to provide some news regarding access to Mitchell Connect for Glass Repair Program Participants.

Glass Repair Program Participants will continue to see their Customer Service Index scores on their monthly scorecards, however effective July 31, 2023, you will no longer be able to access the survey details through Mitchell Connect.

This change will help ICBC manage its material damage costs while delivering on our commitment to keeping rates affordable for British Columbians.

If you have any questions, we're here to help. Please reach out to your Account Services representative for support.

Sincerely,

Alden Li

Director, Claims Customer and MD Strategy

