



## Business Partners updates launching April 11

The Business Partners site has been undergoing some updates to modernize our platform and refresh the look and feel. The updates will launch on April 11<sup>th</sup> and are intended to improve consistency and accessibility.

### Site changes

We've moved to a new, more modern content management platform that is the same one now used by icbc.com. We've also introduced some look-and-feel changes to align the site with ICBC's brand:

- **Colours:** Improved contrast for legibility and accessibility
- **Fonts:** Typefaces that are consistent with ICBC's look and feel

We have not made any structural or content changes to the site, however you may notice changes to the page URLs (website addresses). If you have bookmarked any pages or documents you will automatically be redirected to that content – once redirected you'll want to re-bookmark the content to ensure seamless access going forward.

The screenshot displays the ICBC Business Partners website interface. At the top left is the ICBC logo. The page title is "Business partners". On the right, there are links for "Site requirements" and "icbc.com", along with a search bar containing "Choose section" and "Search...". Below the header is a horizontal navigation menu with the following items: "Material damage", "Health services", "Legal services", "Driver licensing & ID", "Investigative partners", "Insurance services", and "Driver training". The main content area begins with a welcome message: "Welcome to the business partners' site — a go-to resource for repair shops, health care providers, lawyers, and others who work with ICBC. Authorized partners can use this site to access information, web applications, forms, and more." Below this is a grid of seven service category cards, each with a title, a brief description, and a right-pointing arrow icon:

- Material damage:** For body shops, glass shops, mechanical and heavy equipment shops, motor dealers, and towing companies.
- Health services:** For our health services partners who care for ICBC customers injured after a crash.
- Legal services:** For law firms who provide legal services to ICBC. Login required.
- Licensing & ID:** For government, ticketing, law enforcement, road safety, driving schools and driver trainers.
- Investigative partners:** For independent adjusters and private investigators.
- Insurance services:** For vehicle registration and other insurance service partners.
- Driver training:** For driver training industry partners.
- Salvage web:** For car dealers, dismantlers, metal recyclers, body shops, and general public companies.

