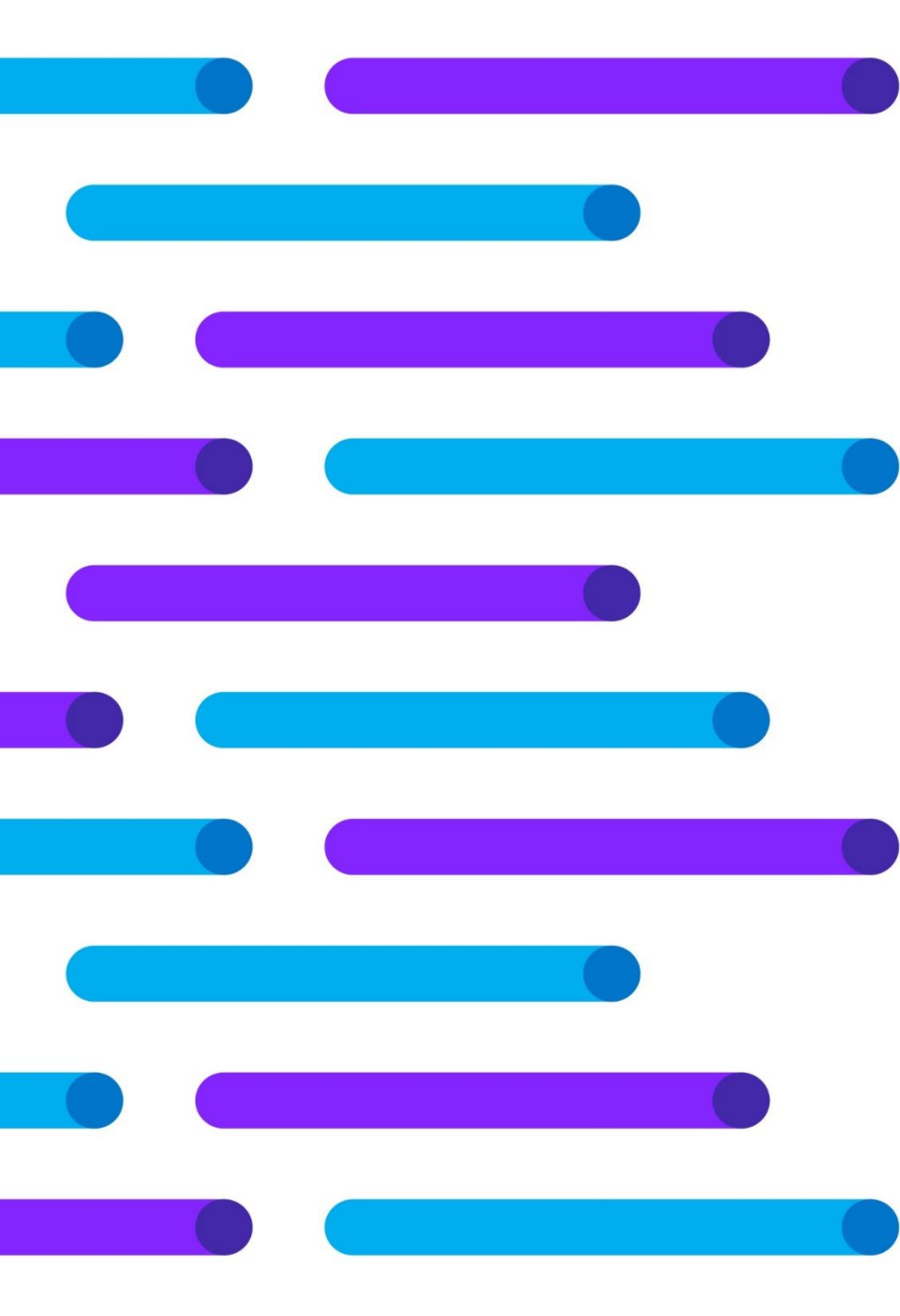




August 26, 2026

Tow Suite Webinar

Tow Console & Tow Application

Agenda

DURATION	AGENDA TOPIC	KEY FOCUS AREAS
05 Mins	Welcome & Introductions	Webinar objectives, speaker introductions and session tips.
10 Mins	Towing & Storage Program Introduction	Digital tools, visibility gains, updated tier structures.
25 Mins	Tow Console & Tow App Demo	Video walkthrough of dispatching, photo submission, inventory management and invoicing.
10 Mins	API Integration Timelines and Rollouts	System integrations and timelines coming soon.
10 Mins	Training & Resources	Self-serve guides on icbc.com, video tutorials and support channels.
10 Mins	Next Steps and Account Setup	Collective supplier details, user access setup and onboarding roadmap.
20 Mins	Tow Suite Q&A	Live answers to supplier questions and support contacts.

Land acknowledgement



ICBC respectfully acknowledges that we are privileged to live and work on the traditional and ancestral homelands, both unceded and treated, of Indigenous Peoples and Nations across BC, each with their own unique traditions, histories and cultures.

Speakers for Today



Gary Khakh
ICBC Towing & Storage Program
Business Lead

We are joined by Impact Auto Auction [IAA] team members, our technology partners for Tow Suite:

- Adam Hilliard, IAA Director Product Mgmt.
- Lola Okotore, IAA Product Manager
- Noreen Colebrook, IAA Strategic Accounts Manager

Session Tips



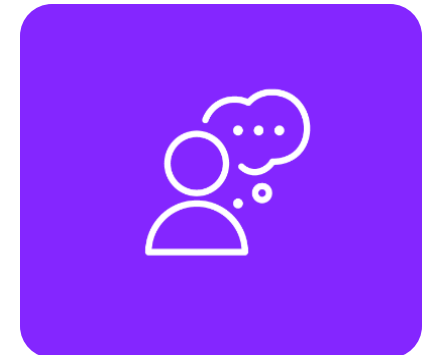
Session will be **recorded** and information will be made available on icbc.com



Please mute your **mic**



Facing technical issues,
rejoin through a
laptop/desktop



We'll open for **questions** at the end



Chat for this session has been turned off. If you have any questions while the content is being covered, feel free to post them in the **Q&A section** of the meeting.

Benefits of New Towing & Storage Program



Digital Tools & Efficiency

- Digital dispatch and instant job assignment
- Vehicle tracking and required photo submission
- Digital invoicing and straight-through processing



Visibility & Support

- Clear communications and end-to-end visibility
- Seamless invoice and payment status tracking
- Dedicated support through ICBC and IAA



Streamlined Processes

- Streamlined operations
- Tier names updated to Tier 1 and Tier 2
- Future performance-based compensation



Single **dispatch** and single **photo** email address.

IAA Tow Console & App Overview



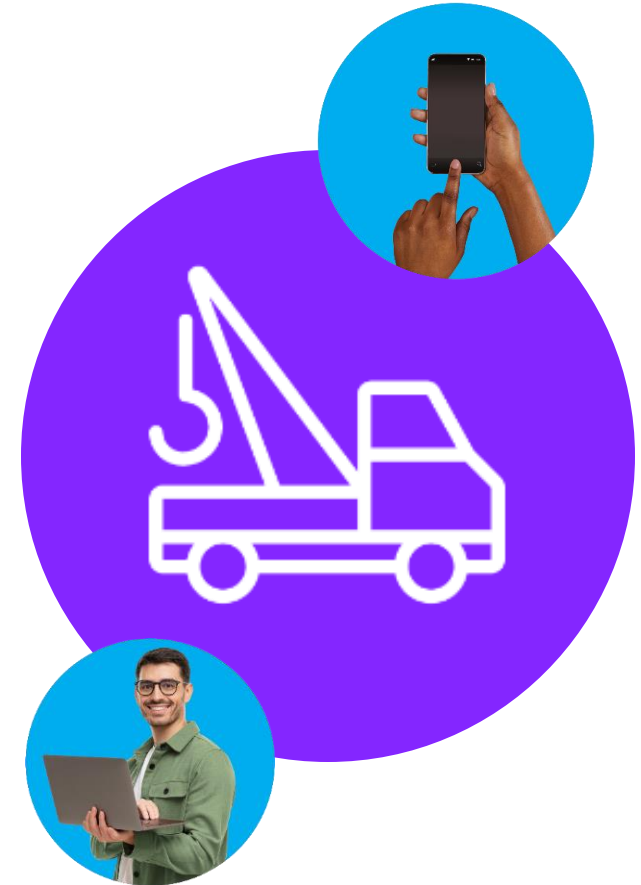
Tow Console (web): Centralized web platform for dispatchers to receive jobs, track active tow runs, and submit invoices.



Tow App (iOS/Android): Driver-focused application enabling instant job acceptance, status and mandatory photo package capture.



Real time synchronization: Actions performed in the mobile app get automatically updated in tow console.



Video Highlights | Meet Wendy & Lukas



Wendy

Tow Manager



Tow Console



Manage assignments



Create and manage users



Monitor tow/photo requests



Submit invoice and track status



Manage inventory



Lukas

Tow Driver



Tow App



Receive assignments



Complete pickups and deliveries



Capture vehicle photos



Update assignment status

Wendy manages operations through Tow Console while **Lukas** completes work in the field using Tow App. Information updates happen in real time, helping you stay connected from assignment to completion.

Video time

Tow Suite



For Suppliers using a Towing Management System

From now until - **December 2026**

- IAA is working with towing management system companies to discuss future options and timelines.
- We will keep affected suppliers informed as plans develop.

Q1 2027

- Work will begin with the first participating towing management system.
- Suppliers involved in this phase will be contacted directly.

By **Mid-2027**

- Additional towing management systems to be included over time.

What does this mean for me?

- This only applies to suppliers who use a towing management system such as Towbook or similar platforms.
- If your business is affected, you will receive information and timelines in advance.

Next Steps: Account & Credential Set-up

 **Information Collection form:** Check your inbox in the days after the webinar for the account information collection form. Comprehensive instructions for providing this information can be found on ICBC's Business Partner's page, in the New Towing & Storage Program FAQs.

 Information Needed:

Those **using IAA's Tow Suite already** need to provide:

- Business Name
- Location (City/Town)
- Vendor Number
- Tow Dispatch Email
- Photo Request Email

Those **new to IAA Tow Suite:**

- Business Name, Location, Vendor Number
- Tow Dispatch Email
- Photo Request Email
- Tow Manager Name
- Tow Manager Login Name
- Tow Manager Email Address
- Tow Manager Phone Number

Next Steps: Training & Resources



Self-serve resources: Access user guides, video walkthroughs on IAA site. FAQs and resources can be found on icbc.com.



- For any general inquiries, contact towingprograms@icbc.com
- IAA to support technical issues Monday to Friday, 6 AM to 5 PM PST. Check your Tow app/console for support information.

Tow Onboarding & Key Steps

Phase: Readiness and Training

- Next: receive request for account setup information.
- Access user guides and video tutorials
- Keeping watching your inbox for next steps to setup the account. Ensure you also check JUNK/SPAM inbox.

Phase: Go-live

- Begin receiving assignments through Tow Suite
- Access support through Towingprograms@icbc.com

Questions & Answers

Thanks

Questions, email at
Towingprograms@icbc.com

