



September 16, 2025

Dear Collision Repair Program Participant,

I'm writing to let you know about a new pilot project for Hit and Run damage and a new total loss notification.

HIT AND RUN PILOT PROJECT USING MITCHELL GUIDED PHOTO CAPTURE (GPC)

On September 17, we're launching a pilot project that enables customers to submit photos of their hit-and-run damage directly to ICBC using Mitchell's Guided Photo Capture (GPC) solution, sometimes referred to as Mitchell Photo Based Estimating. This tool guides customers through the process of capturing and uploading specific images of their vehicle, such as the odometer, with prompts to ensure clarity and proper angles (e.g., avoiding glare on glass).

We're running this pilot project to see if having customers submit photos directly to ICBC provides enough information for us to approve Hit and Run claims before the vehicle reaches your facility. If successful, your facility may not need to flag pre-approved Hit and Run estimates for review, speeding up claim processing.

The pilot project will run for approximately three months.

What work does the pilot project cover?

Hit and Run claims with a date of loss between September 17 and the end of the pilot project will be submitted and reviewed via the GPC process.

Any Hit and Run claims with a date of loss before September 17 will need to follow the current process and be flagged for review by an ICBC estimator.

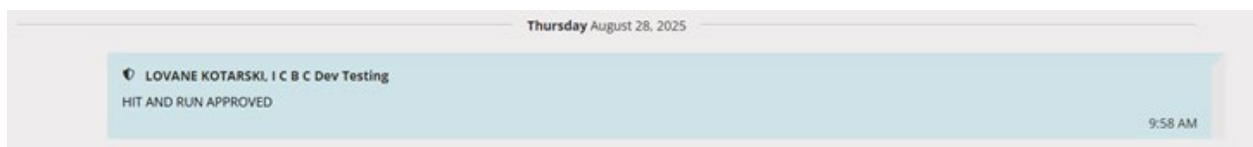


Identifying and processing a Hit and Run claim included in the pilot project

When downloading a repair assignment on or after September 17 where an ICBC estimator has reviewed the customer's photos and confirmed the vehicle damage is consistent with Hit and Run, an entry in the Journals tab in Mitchell Connect will advise that Hit and Run damages are approved. For claims with a date of loss on or after September 17 the customer's submitted photos will already be attached to the file.

Damages deemed not consistent with Hit and Run will be processed as a collision or comprehensive claim and no Hit and Run approved note will be present.

For your reference, a Hit and Run approved entry in the Mitchell Journals tab will look like this:



When downloading a repair assignment on or after September 17 where an ICBC estimator has reviewed the customer's photos and confirmed the vehicle damage is consistent with Hit and Run, an entry in the Journals tab in Mitchell Connect will advise that Hit and Run damages are approved, and the customer's submitted photos will already be attached to the file. Please follow current program procedures when submitting these estimates and note that repair estimates may still be subject to ICBC review after submission.

If the customer presents additional damages that are not part of the original Hit-and-Run claim or if you believe the damage is inconsistent with a Hit and Run, the estimate must be flagged for ICBC to review.

As this is a pilot project, customers may choose not to take part in the GPC process, instead choosing to attend a repair facility for a Hit and Run estimate and pictures. ICBC will be promoting the GPC process with customers, but we want you to understand that some customers may choose the current process.

Assessing the pilot project

When the pilot project is complete, ICBC will evaluate the data collected to determine whether efficiencies are gained and if the GPC process will be adopted permanently.

We'll share additional information as it becomes available.

NON-DRIVE, TOTAL LOSS NOTIFICATION

Your Collision Liaison Committee brought forward a concern from industry and requested that ICBC notify a repair facility when a non-drive vehicle they are expecting for repair is determined to be a total loss. This provides the facility with an opportunity to better organize their repair appointments and allow them to accommodate more repairs.

To address this concern, effective immediately, ICBC will email a notification to any repair facility named as the customer's chosen repair facility on a non-drive claim that has been determined to be a total loss. This email will be a notification only - email replies will not be answered.

QUESTIONS? WE'RE HERE TO HELP

If you have any questions on either the Hit and Run pilot project or the non-drive, total-loss notification, please reach out to your Account Services representative for support.

Sincerely,

Shane Loiselle

Manager, MD Programs Services