



May 24, 2023

Attn: Glass Repair Program participants

**RE: Glass Web Express and email validation requests**

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Hello everyone,

As we've been sharing, we're currently reviewing and updating our processes to streamline business interactions. Enhancements will be made over the next few years to reduce the time it takes to resolve claims while creating a better experience for our mutual customers.

To improve communication with customers in the future, we've started collecting and validating customer email addresses.

**HOW DOES EMAIL VALIDATION IMPACT CLAIMS OPENED IN GLASS WEB EXPRESS (GWE)**

Recently, we learned if a customer already has an email address on file with ICBC (for example, one that was provided as part of a previous claim), **and it has not been validated previously**, the customer will automatically receive a request from ICBC to validate their email as soon as a claim is opened in GWE.

The validation request is legitimate, however, it is being generated unintentionally by a system outside of GWE. We're working to stop the email validation request for claims opened in GWE and expect a fix to be in place mid-to-late summer.

**WHAT SHOULD I TELL MY CUSTOMERS?**

When you open a claim in GWE, please inform the customer they may see an email validation request from ICBC in their inbox. For your reference, below is a copy of the validation email to this communication.

A customer may choose to validate their email or not – neither decision will impact their glass claim. Validating their email address will allow ICBC to contact the customer via email with updates regarding their claim or to send forms specific to their situation.

When you open a claim in GWE, please continue to collect a customer's email address as part of the process. The email address entered into GWE is used to send a Customer Satisfaction Index (CSI) Survey to the customer after their claim is complete. It's not mandatory that the customer validates their email for the CSI to be sent to them.

If you have any questions, we're here to help. Please reach out to your [Account Service Representative](#) for support.

Thank you for your continued support of our mutual customers.

Sincerely,

Jamie Nunn,  
Manager, MD program services





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**From:** ICBC <[donotreplyaccount@icbc.com](mailto:donotreplyaccount@icbc.com)>

**Sent:** March 17, 2023 11:37 AM

**To:**

**Subject:** REMINDER: Please confirm your email



## Please confirm your email address

Thank you for signing up to receive ICBC email communications.

Please click on the button below to confirm your email address and let us know you're the rightful owner of this account.

**This link will expire after 48 hours.**

[Confirm my email address](#)

Your email address is collected for the following purposes:



- To be your email contact for communications with areas across ICBC (such as Insurance, Claims, and Driver Licensing).
- To send you communication about marketing and promotional material from ICBC, if subscribed.

For more information about how we collect, use and store your information, [view our privacy statement](#).

Please do not reply to this email. We are unable to respond to inquiries sent to this address. If you have received this email in error, please disregard.

Questions? Contact us at 604-661-2800 (Lower Mainland) or 1-800-663-3051. ICBC, 151 W.

Esplanade, North Vancouver, B.C. V7M 3H9