



June 25, 2025

Hello Collision Repair Program Participant,

I'm writing to advise you of some updates we've made to Refinishing Operations. The refinishing operations updates are part of a broader set of communications you can expect from us, including forthcoming details on a new three-year rate framework and other billable activities.

All updates noted below are effective immediately on any new claims. It does not apply to claims already in progress or submitted for payment.

Refer to the [Refinishing and wheel alignment - 24 Jun 2025](#) change alert for more information.

### De-Nib & Finesse

We've introduced DE-NIB & FINESSE as a new template item available in Mitchell Cloud Estimating (MCE). We've opted to add this as a template line rather than an MCE operation so that body materials can be added.

This operation should be applied to the estimate if you have completed the refinishing of an outer panel and identify that there is one or more nibs that requires correction on applicable panels. Photo documentation to support that the sanding has been completed is required.

### Finish, Sand & Buff

We've updated the procedures and documentation requirements for this application. Finish, Sand & Buff will now require review and the submission of photos which support:

- pre-accident paint surface had no peel or flaws evident, and
- the applicable panel has been fully sanded, prior to polishing.

We've also updated the name of this template line item from COLOUR SAND & BUFF to FINISH SAND & BUFF.

## Four-Stage Refinishing

We've identified that facilities have been incorrectly billing three-stage refinishes as four-stage. For example, we often get requests for four-stage refinishing on Mazda 46G and 46V paint codes. However, paint manufacturers refined their processes and now have three-stage refinish procedures for these colours.

To provide clarity, we've introduced FOUR-STAGE REFINISHING as a new template item in MCE and have established a policy and procedure outlining when four-stage is applicable. You'll be required to provide ICBC the paint code and its supporting information from the paint manufacturer to bill for four-stage refinishing.

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

Sincerely,

Shane Loiselle  
Manager, MD Programs Services