

January 26, 2026

Hello Collision Repair Program Participants,

As we lead up to the end of the current Collision Repair Agreement, I'd like to share the new [Material Damage Direct Billing Terms](#) (the "Terms") that will become effective for the Collision Repair Program on June 1, 2026.

NEW COLLISION REPAIR AGREEMENT

We're moving towards a standard agreement across all material damage programs that will roll out as each existing agreement expires. The current Collision Repair Agreement expires on May 31, 2026.

The new, uniform Terms will ultimately govern all of our material damage programs. Each individual Program – such as the Collision Repair Program – will continue to have a tailored, industry-specific Program Guide and instructions set out on the [business partners page](#) and [MD Claims Procedures](#), as applicable.

The uniform Terms will become "live" on March 1, 2026, to become applicable for our Commercial Collision Repair Program, however, the Terms will **not be applicable** to Collision Repair Program Participants until June 1, 2026, after the current Collision Repair Agreement expires. The current Collision Repair Agreement will continue to apply until then (unless ended earlier in accordance with its terms).

The Tiering Measurement Period and Static Tiering Date will remain the same. Rates are subject to the [current multi-year rate framework](#) and are not tied to contract renewal.

ACCEPTING THE TERMS - CLICK TO AGREE

With these Terms, we're modernizing our approach to contracts across various industries, including health care providers and material damage suppliers. Instead of having a physical signature on a paper contract, suppliers will "click to agree" to the Terms.

For Commercial and Collision Repair Program Participants, the Terms will be linked to the sign-in page on the Aries Payment System ("APR"), and your facility must agree to the Terms to sign into APR. **As noted, the "click to agree" box will appear on the APR log-in screen starting on March 1, 2026.** You'll need to check the box before the system will allow you to log on, but the Terms will not be applicable to you until June.

Existing Collision Repair Program Participants in good standing can automatically continue their participation in the Program by accepting the Terms when logging into APR on or after June 1, 2026. The Terms must be accepted on behalf of, and with the authority of, the business associated with the applicable vendor number. Your online acceptance or other use of your ICBC vendor number will indicate your continued participation in ICBC's Collision Repair Program.

Although acknowledgment of the Terms will be confirmed each time your facility logs in to APR after that date, the Terms become effective and will govern your relationship with ICBC after the first time you agree to the Terms (or otherwise use your vendor number) on or after June 1, 2026.

Participation in the Program is voluntary, however, opting out means that as of June 1, 2026, you'll no longer have access to ICBC direct billing, and must charge your ICBC customers directly for claim-related services. ICBC customers may then seek reimbursement for eligible costs from ICBC.

If you want to opt out of the Collision Repair Program, please contact Supplier Programs and Administration at supplierprograms@icbc.com.

CONTRACTUAL CHANGES AND PROGRAM GUIDE UPDATES

The Terms align with ICBC's approach to our contracts with other supplier groups. We strongly recommend that you carefully review the Terms before entering into this agreement, and that you seek independent legal advice.

You will notice that the Terms do not have a fixed expiry date, but that amendments can be made by ICBC with 21 days notice to you. As before, you will be provided with notice of changes to the Program.

We'll be making some updates to the Collision Repair Program Guide to reflect the new Terms and any Program-specific updates. We'll share more details about the amendments to the Program Guide before the existing agreement expires.

QUESTIONS?

We're here to help. Please reach out to your MD Account Services Representative with any inquiries.

We are committed to you, our business partners, and the services you provide. We look forward to working together to help our mutual customers.

Sincerely,

Shane Loiselle
Manager, MD Programs Services