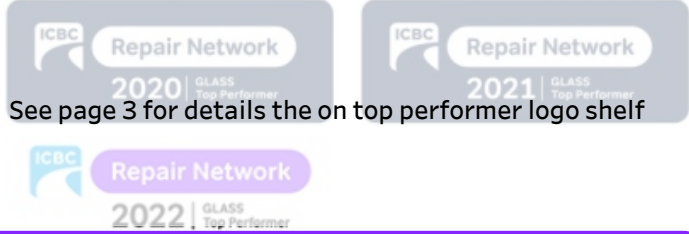




Date (Month - Year) Glass Repair Program Scorecard



Date: (Day - Month - Year)
To: Sample Only (Facility Name)
From: MD Account Services
Re: Glass Repair Program Scorecard Report

Date (Month - Year) Scorecard at a Glance

Index Score Trend Line
See page 3 for details on the scorecard at a glance section

Date (Month - Year) Scorecard In Detail

Cost Control (943 / 1,000 Index Points) See page 3 for details on the key performance Indicator (KPI) columns

Windshield Repair Ratio See page 4 for details on the cost control quadrant

Glass Rebate Information

Tier 1 Accumulated Rebate See page 6 for details on the glass rebate information section

Rebate Eligibility: Only participants at, or above 35% repair ratio at the end of the measurement period will be eligible for rebate payments. Please see section 5.6.2 in the Glass Repair Guide for details.

Additional Information (Non-Scoring)

Glass Claim Severity

Failed Windshield Repair Ratio

ICBC has determined that a facility must achieve a Windshield Repair Ratio of at least 10% to stay in the program. Facilities unable to achieve the minimum Windshield Repair Ratio threshold by the end of the Tiering Measurement period will be placed into the Assessment Tier and given 12 months to achieve the minimum Windshield Repair Ratio threshold before removal from the program.

See pages 4 & 5 for details on the additional information section

*12 month rolling scores include the performance of claims in the last 12 months.
***12 month rolling trend lines plot the scores from each 12 month rolling period, over the last 12 months.

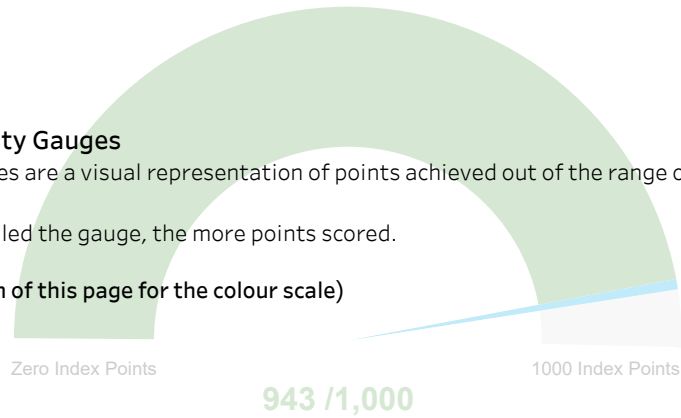


Index Opportunity Gauge

Opportunity Gauges

These gauges are a visual representation of points achieved out of the range of possible points. The more filled the gauge, the more points scored.

(See bottom of this page for the colour scale)

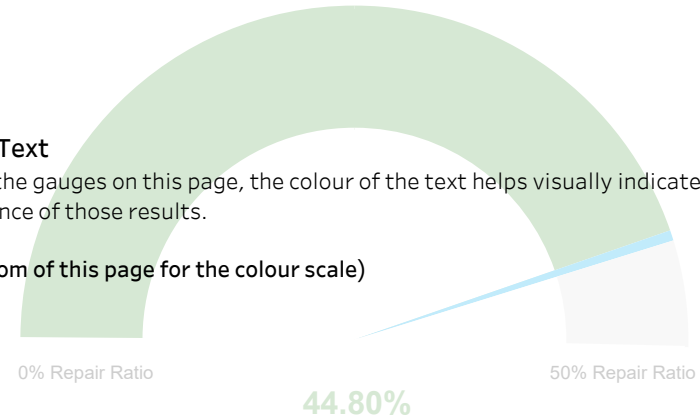


Windshield Repair Ratio

Scoring Text

For both the gauges on this page, the colour of the text helps visually indicate the performance of those results.

(See bottom of this page for the colour scale)



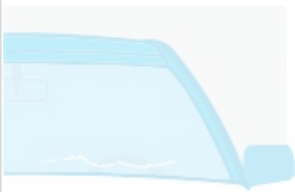
Glass Rebate Details

Glass Program Year Rebate Progress

Program Start
October 1st

Program Finish
Sept. 30th

Replacement Parts Rebate Summary



Total Parts:
Rebate Percentage:
Current Status:

Total Potential Part Rebate:

Windshield Repair Rebate Summary



Total Repairs:
Rebate Per Repair:
Current Status:

Total Potential Repair Rebate:

Total Glass Rebate Summary



Part Rebate:
Repair Rebate:
Current Status:

Total Potential Glass Rebate:

See page 6 for details on the glass rebate details section

Index Score Colour Scale



Gauge Chart Colour Scale



Repair Ratio Colour Scale





Glass Repair Network Top Performer Logo Shelf

The Glass Scorecard now contains an award shelf that will display a Top performer logo representing each program year a facility achieved Tier 1 status. There are currently four available spots on the scorecard for the Top Performer Logo **2020, 2021, 2022, and 2023** logos will be displayed as achieved over the next program years. If Tier 2 or Assessment Tier is achieved, the logo slot will remain blank.

(Top Performer Logo Locations)

April 2022 Collision Repair Program Scorecard

2020 Top Performer Logo	2021 Top Performer Logo
2022 Top Performer Logo	2023 Top Performer Logo

(Sample: Top Performer Logo In Position)



Scorecard At A Glance Section

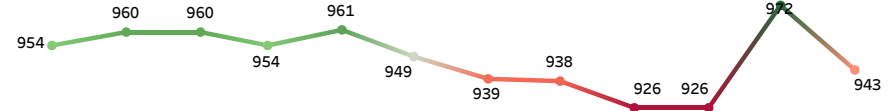
Index Score: 943 / 1000

The index score represents the total score achieved from one KPI quadrant.
- Cost Control Maximum 1000 points

Overall Rank: 3 of 35

- This is your facility's current rank in the region based on the Index Score

Index Score Trend Line



The Index score trend line plots the Index score from each scorecard so far in the current program year. (April 1st, 2023 - March 31st, 2024)

Key Performance Indicators (KPI) Table Column & Row Details

The Glass Repair Program year runs from October 1st to September 30th. (Example: October 1st, 2023 - September 30th, 2024.)

	April 2023 Single Month Only	May 2023 12 Month Rolling*	Trend Line 12 Month Rolling***	KPI Rank 12 Month Rolling*	Region Avg. 12 Month Rolling*	Top 25% Avg. 12 Month Rolling*
Windshield Repair Ratio	12.54%	14.29%		20 of 25	24.16%	36.72%

Previous Month

This measure value is the result of the previous month data only.

Current Scorecard

This includes the data from the latest 12 month period.
- **Green** font If **better than or equal** to the region average
- **Red** font if **worse than** the region average

Trend Lines

Trend lines read from left to right. Each point represents the result of the latest 12 month period at that time. The trend line will show you if there has been an overall improvement or decline in the KPI with a sliding colour scale from **Green** (Better) to **Red** (Worse)

Top 25% Avg. (Target Number)

This is a target KPI score representing the average score of top 25% results for this KPI.

Region Average (Target Number)

Indicates the average score for the given KPI in your region.

Rank Per KPI

KPI shows your Rank for the KPI on this row. Ranks are based on current 12 month rolling period.



Cost Control Quadrant (Only Scoring Quadrant)

Sample Only Scored **943** out of **1000** Index Points)
Cost Control index total (**1000 Points max**)

- Windshield Repair Ratio KPI Weight: 100% of the Cost Control section

Windshield Repair Ratio

Windshield Repair Ratio

Total paid windshield repair claims divided by the
Total paid windshield claims
(Excludes vehicles with GVW greater than 8,800 kg)

KPI Weight:

1000 Points Max

Points Scored on this KPI:

943 Points



12 Month Rolling Trend

Reads left to right.

Plots the scores from each 12
month rolling period, over the
last 12 months.

Scorecard Results

Previous Month Result: **41.18%**

Current 12 Month Rolling Result: **44.80%**

Current 12 Month Rolling Rank: **3 of 35**

Regional Scorecard Target

Average: **27.94%**

Tier 1 Median: **40.79%**

Additional Information (Non-Scoring)

Glass Claim Severity (Information Only)

The Additional Information section is new to the glass program scorecard and includes helpful information not found on scorecards in the past including:
Tier Status, Facility Number, Cash Deductible Payment Percentage, Non-Scoring KPI results and Region Name.

Glass Claim Severity Definition:

Total net payment amount divided by
the Total paid glass claim count

KPI Weight:

0 Points



12 Month Rolling Trend

Reads left to right.

Plots the scores from each 12
month rolling period, over the
last 12 months.

Scorecard Results

Previous Month Result: **\$624.57**

Current 12 Month Rolling Result: **\$571.67**

Current 12 Month Rolling Rank: **11 of 35**

Regional Scorecard Target

Average: **\$682.03**

Tier 1 Median: **\$513.93**

Failed Windshield Repair Ratio (Information Only)

Failed Windshield Repair Ratio:

Total failed repairs divided by total of windshield repairs.
Expressed as a percentage.

Total failed repairs is the count of windshield repair failures
that were identified within the current measurement period.

KPI Weight:

0 Points Max



12 Month Rolling Trend

Reads left to right.

Plots the scores from each 12
month rolling period, over the
last 12 months.

Scorecard Results

Previous Month Result: **0.00%**

Current 12 Month Rolling Result: **0.00%**

Current 12 Month Rolling Rank: **1 of 35**

Regional Scorecard Target

Average: **0.15%**

Tier 1 Median: **0.00%**



Additional Information (Non-Scoring)

Tier Status: **Tier 1** (Based on Previous Program Year Tiering Results)

- This is your Current Tier Status based on previous collision program year results.
- Three possible Tiers: Tier 1, Tier 2, and Assessment Tier

Facility #: **Sample Only**

- This is your facility number

September 2023 Snap-Shot: **27 Repairs, 72 Total Claims, 37.50% Windshield Repair Ratio**

- This is a one month Snap-Shot of total glass claims invoiced, Repair claims invoiced & repair ratio.

Deductible Payment By Cash Percentage: **2.98%** Region Average: **4.83%**

- This is the percentage of deductible payments made by cash compared to all other payment types. This number is always an average of the last 12 month period.

Region: **Sample Only**

Follow the below Link to the ICBC Partners page document containing all Regional map information

<https://www.icbc.com/partners/material-damage/Documents/collision-glass-regions.pdf>

- This is the Region your Facility is located in. All region averages, comparisons and relative rankings are based on the other facilities in this region.

Current CSI Score: **86** Current Region Average: **83**

- The CSI Score (Customer Satisfaction Index) is currently a Non-Scoring Metric.
- The CSI is displayed on your scorecard for informational purposes only and does not affect rank or scoring.

Assessment Tier Warning Tile

If your facility is currently in Assessment Tier the below section will provide a reminder in regards to the relative Windshield Repair Ratio performance required by the end of the glass program year.

If your facility is in Tier 1 or Tier 2 the below section (**Located at the bottom of page one on your scorecard**) will be blank.



Glass Rebate Details Section (Please see Section 5.6.2 in the Glass Repair Guide for more details.)

Glass Program Year Rebate Progress Bar

Glass Program Year Progress Bar:

- The progress bar reads left to right, from the start of the current tiering measurement period on the left, to the end of the current tiering measurement period on the right.
- Each block in the bar gauge indicates projected repair rebate eligibility at each month in the current tiering measurement period with colour. The colour green will be used if the 12 month rolling repair ratio in that month was greater than or equal to 35%. The colour red will be used if the 12 month rolling repair ratio is below 35% at that point in time. Eligibility is a projection only. As indicated in the program guide, the repair ratio must be equal to or greater than 35% at the end of the glass program year.
- Participants must qualify for Tier 1 at the end of the Measurement Period to receive a Tier 1 Rebate. The rebate calculations and progress bar are provided for information purposes only, and may not reflect ultimate eligibility and true value of a potential rebate, if any.



Replacement Parts Rebate Summary

Total Parts: \$47,458.16

- Sum of all National Auto Glass Specifications (NAGS) glass parts during applicable tiering measurement period.

Rebate Percentage: 2%

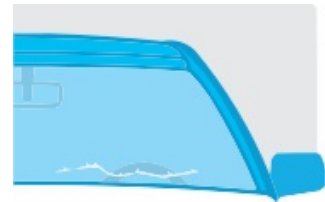
- This is percentage used to calculate total possible NAGS rebate (NAGS Dollars) X (2%)

Current Status: Eligible

- Eligibility is based on meeting the required tier 1 repair ratio threshold for the tiering measurement period ending on the applicable evaluation date. Currently set at 35%.

Total Potential Part Rebate: \$949.16

This is the sum of total NAGS parts multiplied by 2%.
(Red if less than 35%, Green if greater than or equal to 35%)



Windshield Repair Rebate Summary

Total Repairs: 97

- Count of paid eligible windshield repair claims during applicable tiering measurement period.

Rebate Per Repair: \$37.50

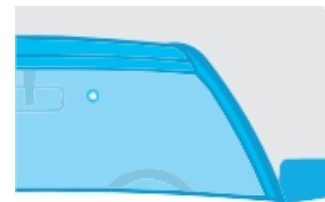
- This is dollars used to calculate the total repair rebate. (Repair Claim Count) X (\$37.50)

Current Status: Eligible

- Eligibility is based on meeting the required tier 1 repair ratio threshold for the tiering measurement period ending on the applicable evaluation date. Currently set at 35%.

Total Potential Repair Rebate: \$3,637.50

This is the sum of repair count multiplied by \$37.50.
(Red if less than 35%, Green if greater than or equal to 35%)



Total Glass Rebate Summary

Part Rebate: \$949.16

(NAGS Dollars) X (2%)

Repair Rebate: \$3,637.50

(Repair Claim Count) X (\$37.50)

Current Status: Eligible

- Eligibility is based on meeting the required tier 1 repair ratio threshold for the tiering measurement period ending on the applicable evaluation date.

Total Potential Glass Rebate: (NAGS Rebate) + (Repair Rebate) = \$4,586.66



Please reach out to your Account Representative for support and any additional information.

Contact Information Located Here: <https://www.icbc.com/partners/material-damage/Documents/md-account-services.pdf>