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November 30, 2021

**RE: KPI Update**

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Dear business partners,

ICBC is continually monitoring the Glass and Collision Repair program KPIs and looking for opportunities to improve and make sure the individual quadrants are performing as intended. To that end, we would like to share the following CSI/Scorecard update.

Our goal is always to ensure KPI measures are fair and equitable across all suppliers. We have been unable to collect a high enough number of CSI surveys for ICBC to accurately factor CSI responses into supplier overall index score/rank.

Based on the number and distribution of survey responses received to date, we are temporarily reverting back to a placeholder score of 75 for the Customer Satisfaction KPI measure. This applies to both the Collision and Glass Repair programs for the remainder of this measurements period.

As a result, your updated score for this measure, as well as your overall index score, will appear on your November scorecard.

Please note that surveys will still occur and participants can still view customer feedback via Mitchell Connect for any completed surveys.

Customer feedback is important to us. We are looking at ways to better survey customers and will share additional information as it becomes available.

If you have questions related to this communication, please contact your Account Service Representative or email us at [MDPrograms@icbc.com](mailto:MDPrograms@icbc.com).

Sincerely,

Troy Campbell  
Manager, Collision/Commercial Material Damage Programs

Kevin Walsh  
Manager, Glass/Rental/Parts Programs