

ICBC Automotive Services Liaison Committees have been established to provide a forum for Program Participants and industry associations to liaise with ICBC regarding technical expertise and developing operational recommendations pertaining to the repair, removal, and recovery of ICBC insured vehicles.

**Compliance with both the letter and spirit of BC's *Freedom of Information and Protection of Privacy Act (FIPPA)* and the federal *Competition Act* is given a high priority at Liaison Committee meetings. Competitively sensitive information is not discussed, nor do any negotiations take place. Rates are outside the scope of the Committees, and ICBC makes rate decisions independently.**

Meetings are conducted under an obligation of confidence so that participants can speak freely and openly. Below is a brief summary of non-confidential matters raised and ICBC's standpoint on each.

<b>ICBC Collision Liaison Committee Meeting</b> June 13 <sup>th</sup> , 2024	
Liaison Committee Members Raised Matters	Status
<b>Blend Studies</b>	Liaison committee members brought forward the 2022 blend study report conducted by the Society of Collision Repair Specialists (SCRS). ICBC advised that collision repair facilities are not permitted to adjust Mitchell's default blend percentages within the estimating system outlined in the <a href="#">Refinish times and guidelines</a> MD Claims Procedure. ICBC is conducting research and meeting with major paint manufacturers for a better understanding of the SCRS blend study. ICBC will report back following those conversations at the September liaison meeting.
<b>Alternative Transportation Service Update</b>	ICBC is currently conducting a full review of ATS. Any changes in ATS impact customers, insurance coverage, brokers and ICBC rental supplier agreements. Once all internal reviews are completed, ICBC will give liaison committee members an update as to the outcome of those reviews.
<b>Adjacent panel damage</b>	A liaison committee member raised repair time for adjacent panel damage resulting from the process to install a new welded on part, and stated this repair time should also qualify for feather, prime and block. ICBC relayed the explanation from Mitchell that replacement times for welded on panels includes time for adjacent panel damage, and that ICBC's current feather, prime and block only applies to major exterior panels. Liaison committee members are going to send examples, including photos, of these applications on interior and non-major exterior repairs for ICBC review. The discussion will be revisited at the September CLC meeting.
<b>QA Dispute time</b>	A liaison committee member asked ICBC to consider extending the current industry QA dispute time. ICBC felt that the current seven days is sufficient in order to avoid having downstream impacts on scorecards. ICBC has since reviewed statistics internally and given that dispute volume is low, determined that this does not warrant a change.

<b>Sublet Analysis</b>	Liaison committee members requested ICBC to review regional differences for wheel alignment sublet costs, in addition to lock recodes and wheel balances. Liaison members expressed to ICBC that it is becoming challenging to find sublet providers that are willing to work for current ICBC rates. ICBC has almost completed an analysis of sublets and will report back to liaison members once completed.
<b>Non-drive Improvements</b>	ICBC shared with Liaison committee members an overview of its province wide non-drive project. Currently 50% are handled through the provincial model and this is gradually expanding into the CEF catchment area with the goal of all non-drives being part of the provincial model in the future to ensure a more streamlined process.
<b>ICBC and Industry Communication on MD Procedures</b>	Liaison committee members expressed that industry wants to be more involved in providing feedback on ICBC policy and procedures before changes are implemented. ICBC has since shared two draft policies for committee input: “Transfer of parts to recycled assemblies’ policy” and “Restocking fee and non returnable parts policy”. ICBC advised liaison members that this will be a standing item outside of regular meetings for feedback on policies and procedures prior to publishing.
<b>Request Review List</b>	Liaison committee members provided feedback surrounding ICBC “requires review” process for items such as seized and rusted bolts, as these types of items cause cycle time delays for industry. ICBC encouraged liaison members to send examples so that ICBC can investigate making improvements to simplify the process and potentially remove the requirement for “requires review” in certain circumstances.
<b>Customer Survey Results</b>	ICBC shared an overview surrounding upcoming CSI change. Additional customer survey data will be seen on monthly scorecards, which will help to provide additional insight into the customer’s experience. Repair facilities will now also gain better understanding of how their facility score compares to the average in their region.
<b>Extension of Clear</b>	A liaison committee member brought forward concerns with how ICBC’s <a href="#">policy for extending clear</a> is calculated compared to Mitchell’s definition for calculating extended clear. ICBC clarified where applicable, multiple applications can be utilized with photo documentation (for example, a rocker panel and roof rail). When the policy was implemented, a decision was made to use an allowance for ease of use compared to using Mitchell’s calculation for extended clear. ICBC requested examples from industry and will conduct further research. The discussion will be revisited at the September CLC meeting.

<b>Seam Sealer</b>	A liaison committee member brought forward concerns that ICBC is inconsistent in approvals for judgement time to replicate factory seam sealers. ICBC clarified that seam sealers are included for water sealing, but industry may add reasonable judgement time to replicate seam sealer applications when warranted, supported with photos documenting the need for additional time.
<b>Disputed QA Results</b>	Liaison committee members enquired about the process for notifying the repair facility when a disputed QA has been updated in the Mitchell system. ICBC is required to process a QA within five days from when the dispute is received. Supplier Performance Management will communicate the outcome to the repair facility. The repair facility will be able to see the updated QA in QAPM if the dispute is accepted. When there are estimate corrections required ICBC will not provide additional notice when that has been processed. Repair facilities can reach out to their MD Account Rep if they feel a correction may have been missed.
<b>Value of Webinars</b>	ICBC brought forward awareness to committee members that ICBC hosted webinars have seen substantial declines in participation. ICBC requested feedback about whether there is value in the webinars or if there are opportunities for improvement. Initial feedback suggested there is value in the webinars, however there are opportunities for presenters to be more engaging.
<b>Special Compensation Fund (SCF) Update</b>	ICBC brought forward awareness that there has been an increase in shop closures during the pandemic and acquisitions where the purchaser has not taken on the previous business' warranty. As a result, there has been a steady decline in the SCF balance. ICBC is conducting an SCF reassessment to determine its future state involvement in the Collision Repair Program. ICBC is seeking feedback from liaison committee members. ICBC is going to look at how other insurers handle these types of funds in other jurisdictions and report back to members at the next CLC meeting.

**The above summaries are provided “as is” for information purposes only, and without any warranty. Actual ICBC policies and procedures are subject to change in accordance with the Collision Repair Agreement. Program Participants must review and adhere to the more detailed wording and requirements in MD Claims Procedures, the Collision Repair Program Guide and instructions published on the ICBC Business Partners Page.**