



April 24, 2023

Attn: Glass Repair Program participants

RE: Update on tiering letters and warranty cards available

Hello Glass Repair Program Participant,

I'm writing to share some further updates on the Glass Repair Program as we reached the end of the current measurement period on March 31, 2023.

Tiering letters

We're currently reviewing performance results, including results against the Tier 2 minimum threshold. **You can expect to receive a letter in mid-May about your new tiering status. The new tiering status will have an effective date of May 15, 2023.**

Warranty cards available

For the first time, we're making our warranty cards available to glass repair facilities. It was previously only available to collision repair facilities. Facilities who want to use ICBC's Repair Network warranty card can download a print [version on the partners page](#).

Questions? We're here to help. Please reach out to your [Account Service Representative](#) if you need assistance.

Sincerely,

Alden Li
Director, Claims Customer and MD Strategy

