



October 20, 2025

Hello everyone,

I'm writing to let you know we're planning an upgrade to ClaimCenter Guidewire, one of our internal claims systems. This update requires a planned systems outage to support the enhancements, which will temporarily impact some of the applications you use regularly.

Applications temporarily unavailable

The outage is planned for **November 14, at 6 p.m. to November 17, at 7 a.m.** The outage is scheduled on a weekend to minimize possible disruptions. You'll receive a second notification once the system is back online and you're able to resume regular operations.

While external applications will be temporarily offline, there will be no changes to the applications or processes you use when the system is restored.

The following applications will be impacted:

- **TIMS:** During the outage, the TIMS application will be available. However, tow companies may receive error messages when submitting Vehicle Identification Numbers (VIN's) via the TIMS app for coverage decisions. It is recommended to try the submission again if an error message appears.
- **Invoicing:** During the outage tow companies will be able to submit invoices to ICBC, however, payments will not be processed until all systems are back online.

Questions? We're here to help

If you have any questions, we're here to help. Please reach out to [myself](#), [Gary Khakh](#) or towingprograms@icbc.com in advance of the outage.



I apologize in advance for any disruption this temporary outage may cause and thank you for your patience, support and long-standing partnership as we work to enhance our systems and services.

Sincerely,

Alex Jansen

Manager, MD Programs Services