



November 17, 2025

Hello everyone,

We're pleased to let you know our weekend system outage is now complete and you're now able to return to your regular business operations.

As the outage was required to update an internal ICBC system, you won't notice any changes in the systems you use on a daily basis.

If you have a backlog of materials from the outage, you may submit them now as you normally would.

Please note new claims reported during the outage may be delayed in the system. We're working on the backlog as quickly and efficiently as possible.

Thank you for your patience and support during this transition.

Sincerely,

Shane Loiseau

Manager, MD Programs Services

