



December 10, 2025

Hello everyone,

I'm writing to provide an update on a commitment we made as part of our [multi-year rate framework](#) related to our new towing program.

While the new towing program launch has been delayed until fall 2026, I'm pleased to share that we are proceeding, in full, with the first year's adjustment of the new framework, effective December 15, 2025.

We've been listening to industry and reviewing how best to apply this increase to support your businesses. With consideration of your feedback, we've focused the increase on **storage rates** and a new **photo capture incentive**:

- **Towing & storage services** provided on all ICBC authorized claims on or after December 15, 2025, are eligible for the new rate. A complete table outlining the new storage rates can be found on the [Partners Page](#).
- Towing suppliers who submit a **complete set of photos**—meeting ICBC's quality and quantity standards—within 48 hours of a photo request are eligible to bill for the Vehicle Photos Incentive applicable to their vendor type (Base or T&R+). This increase applies to photo submissions made on or after December 15, 2025, and is in addition to existing compensation.

Please review the [ICBC Photo Submission Guide](#), which outlines the standards for photo quality and completeness, as well as the requirements to qualify for the photo submission incentive.

Although your individual increase may vary depending upon your operations, ICBC towing suppliers on average can expect an overall 4% increase in compensation.

This increase is designed to help address rising cost pressures faced by industry, while delivering on our commitment to keep rates affordable for British Columbians.

We appreciate your continued partnership and understanding as we work toward implementing



the new towing program. We're still reviewing feedback and input from the recent towing town halls and will share further details of the new program as soon as we're able, likely in summer 2026.

If you have any questions about the updated rates or timelines, please don't hesitate to reach out to TowingPrograms@icbc.com.

We hope these enhancements contribute positively to your business and continued success. Thank you for your support to provide our mutual customers with quality services.

Sincerely,

Alex Jansen

Manager, MD Programs Services