

## Summary of key Program Guide improvements

Below you'll find a summary of the key improvements to the Collision Repair Program Guide.

### 3.2. Sale and acquisition of a Program facility to a first-time applicant & 3.3. Current Program Participants expanding or acquiring new locations

- Updated both sections with new requirement that, in order to obtain ICBC's consent to assign a Collision Repair Agreement, purchasers must provide written confirmation that they will cover all warranty issues that may arise from previous ownership, but no contribution to the Special Compensation Fund would be required.

### 4.6. Repaired Vehicle Warranty

- Added a list of warranty exclusion examples and a Note to include specific warranty exclusions in the Remarks section of the estimate.

### 5.1. Tiering

- Updated the timeframe that existing Participants can remain in the Assessment Tier from 12 to 24 months to achieve the Tier 2 Minimum Threshold subject to the Development Rate. If after 24 months, the Participant does not meet the Tier 2 Minimum Threshold, they may be required to exit the Program.

### 5.4. Collision Repair Network Locator

- Added customer service score table.

### 6.3.2. Individual Participant KPI Report – Additional Information Section



- Added new section that notes the additional information listed on a Participant's KPI report.

#### **6.4.4. (QA) Outcomes & 6.6.2. (Audit) Outcomes**

- Updated wording in both sections to include payment recovery or specific performance management consequences as potential results of QA and Audit findings.

#### **6.7.5. Development Rates**

- Added a new condition when development rates would apply:
  - When a Participant remains in the Assessment Tier after a full measurement period of 12 months.

#### **6.8.1. Referral to Supplier Conduct Committee**

- Added that referrals to the Supplier Conduct Committee may be at ICBC's discretion.
- Amended the Agreement section numbers noted to 14.2 and 14.3.

### **7.1. Program Administrative Processes and Responsibilities**

- Added clarification that the Manuals outline when Participants require ICBC's review of their estimate or supplement.

#### **7.2. Site Visits**

- Reduced this section and clarified that an ICBC representative, not necessarily an estimator, may conduct site visits when required.

#### **7.3.1. Two Year Limitation Period (Date of Loss)**

- Clarification added that payments submitted after the two year limitation period will not be paid unless extraordinary circumstances exist outside the Participant's control.



## 8.1. Submitting an Estimate or Supplement Prior to Commencing Repairs

- Added what specific actions a Participant can take to help prepare the initial estimate that are not considered commencing repairs.
- Added list of justified reasons for a Participant to request an ICBC review of an estimate.

## 8.2. Quality of Estimate

- Added a new requirement for Participants to enter the correct vehicle make, model, trim level and options to establish an accurate maximum repair amount.
- Added examples for the requirement of estimates to be cost effective.
- Added clarification that unnecessary estimate submissions with “Requires Review” may trigger application of performance management consequences.

### 8.2.2. Estimate and Supplement Approvals

- New section added
- Outlining ICBC reserves the right to modify the estimate at any time to correct any non-compliance.

### 8.2.4. Parts

- Updated wording to say that use of recycled, aftermarket, exchange parts on an estimate must be considered on eligible estimates.
- Note was added to refer to the Work Stoppage Due to Original Equipment (OE) Part(s) on Back-Order section of this Guide and follow the stated procedure if the customer is in a replacement vehicle and backordered part(s) has caused a full work stoppage.

## 8.3. Cycle Time Entries

- Restructured first paragraph to simplify language.



- Added a “Note” to the Car in Date and Car in Time sections of the table to define the Car in Date/Time for non-drives with an agreed claim processing start date that is after the tow in date.

## 8.6. Additional Estimate Form Requests (Suffix)

- Added clarification that Participants must not request an additional suffix for total loss teardown and consider every opportunity to include back-order parts on the original suffix.

## 8.9. Estimate and Supporting Documentation Requirements

- Added requirement to upload all supporting documentation to Mitchell Cloud Estimating prior to requesting payment.
- Added requirement to upload a signed customer rental agreement when applicable.
- Added that PCI (payment card industry) security standards must be complied with.
- Added that payment reversal may occur if estimate entries are not supported by applicable documentation.

### 8.11.1. Cash Settlements

- Added instructions for advising ICBC if a customer requests a cash settlement.
- Included examples of acceptable cash settlement scenarios.

## 9.0 Alternate Transportation Service

- Entire section has been reorganized and restructured into an easier to follow workflow format.
- The term “courtesy vehicle” has been updated to “ATS replacement vehicle”.
- Loss of Use and Rental program guidelines have been removed from this section and a new section has been created (Section 10 – Loss of Use and Rental).
- Excessive Wait Times (Non-Drives) section has been removed.



- Non-Drive Volume Delay Notification Form Received from Participant section has been removed.
- All ATS Vehicle Reimbursement (formerly the Courtesy Vehicle Allowance) scenarios are now listed under one section.

## 9.2. Determining the Customer's Transportation Needs

- Updated wording to “the size of vehicle the customer requires (like-size or smaller than the damaged vehicle)”.
- Removed paragraph about hit and run claims as the information is noted elsewhere.

### 9.2.1. ATS Exceptions

- Added a new ATS exception: vehicles being repaired under warranty and/or the Special Compensation Fund.
- Changed the wording of vehicles insured under a garage policy with entitlement to downtime to remove the “with entitlement to downtime” specification.
- Removed an ATS exception: vehicles insured under a fleet policy with entitlement to downtime. This has been moved to the second section that lists vehicle types that may qualify for ATS if the vehicle is the customer's main form of personal transportation and includes examples.
- Reworded section to add further instructions for Participants on how to determine when the vehicle types in the second list may qualify for ATS.
- Added instruction for Artisan Use insured vehicles and whether they qualify for ATS.

### 9.3.3. Non-Drive Vehicles

- New table has been added to help determine when Grace Days apply, based on tow in date or agreed upon start date.

### 9.3.4. Estimates that are not authorized

- Removed outdated information to reflect current estimate 'hold' language as seen in Estimate Remarks.

### **9.3.5. Grace Days (Non-Drives) and Calendar**

- Combined Grace Days and Calendar sections into one.
- Removed Chart 1 and Chart 2 from the Grace Days Calendars. Chart 3, which reflects three Grace Days, will replace the other two Calendars and three Grace Days will apply on all claims, regardless of claim or estimate type.

### **9.3.6. Unsafe Vehicles Driven to Participant's Facility**

- Clarified that the Participant must submit a Repair Facility Support Request form to request review of the claim to change status.

### **9.3.7. Multiple Claims and Managing the Customer's Transportation**

- New section added.
- Policy on managing ATS when a customer has multiple claims repaired at the same time.

### **9.4.1. ATS Replacement Vehicle Criteria**

- Clarified minimum size requirement of midsize car.
- Added requirement to upload documentation if a rental is used as an ATS replacement vehicle for a customer (signed customer rental agreement).

### **9.4.2. Temporary Substitute Motor Vehicle Agreement**

- Added requirement to upload documentation to support that a vehicle was provided to the customer (signed TSMV agreement or signed customer rental agreement).

### **9.4.6. Late Return of ATS Replacement Vehicle**

- New section added.

- Clarify that Participant's may bill the customer for an ATS Replacement Vehicle when a customer is late to return vehicle.

### 9.5.1. ATS Hourly Calculation (Replacement Vehicle Provided)

- Added clarification that only one form of ATS compensation is applicable per claim, regardless of the number of suffixes.

### 9.5.2. Passenger Vehicle Rental Tax (PVRT)

- Reduced information in this section as Participants are responsible for determining when PVRT is applicable.

### 9.5.3. ATS Allowance Rate

- New section added with instructions on the new ATS Allowance that applies when the Participant satisfies the customer's transportation needs with a service other than an ATS replacement vehicle.

## 9.6. ATS Vehicle Reimbursement Scenarios

- All scenarios are now listed in an easier to read chart format.
- Added requirement that estimates must be submitted within two Business Days after the ATS Responsibility Date for both driveable and non-drive vehicles.
- For the scenario "the vehicle becomes a total loss", there are two scenarios listed based on whether the two Business Day estimate submission timeline was met or not.
  - If the estimate was submitted within two Business Days of the ATS Responsibility Date, the Participant's entitlement to ATS Vehicle Reimbursement commences on the ATS Responsibility Date.
  - If the estimate was not submitted within two Business Days of the ATS Responsibility Date, the Participant's entitlement to ATS Vehicle Reimbursement commences on the date of estimate submission.

## 10. Loss of Use and Rental



- New section added. This section provides instruction to Participants on requesting that ICBC manage the customer's transportation needs during repair if they have Loss of Use coverage.

### **10.1.1. Direct Rental Referral Submission Guidelines**

- New section added. This section explains the guidelines for Direct Rental Referral submission to ICBC, including timeline requirements and exception process.

### **10.1.2. Cancelled, Rescheduled or Changed Rental Reservations**

- New section added. This section contains a chart with common scenarios and instructions for the Participant.

### **10.1.3. Unreasonable Repair Delays**

- New section added. This section explains the consequences of unreasonable repair delays which may include payment recovery and performance management consequences.

### **10.1.4. Multiple Claims and Rental**

- New section added. This section provides instructions on how to manage transportation needs for a customer repairing multiple claims, including when LOU coverage is not available on all claims being repaired.

### **10.1.5. Hit and Run Claims (Rental)**

- New section added that explains the requirements to submit a Direct Rental Referral for a hit and run claim.

## **12.1. Fund Purpose**

- Added that the Special Compensation Fund does not apply when a Participant's warranty obligations are covered by another source.





## 12.2. Fund Contributions

- Added new “Annual Contribution” amounts for existing Participants of \$300.00. When required, as determined by ICBC, this Contribution Amount will be collected at the beginning of the Program Year.

### 12.5.1. Fund Payments

- Removed the Supplier Programs and Administration Manager as the ICBC designated manager who reviews Repair Request, as ICBC will designate a manager for this purpose when required.

### 12.5.4. Fund Management Transparency

- Updated the cadence of ICBC sharing Special Compensation Fund information and activities with the Industry Liaison Committee to an annual basis.