

Modernizing ICBC's Salvage Operations – we want to hear from you

October 18, 2023

ICBC salvage buyers,

As part of our commitment to develop operational efficiencies and hear from you when changes impact your industry, we are writing to let you know about potential changes ICBC is making that will be of interest to you and your business.

ICBC continues its journey to modernize its material damage programs to provide greater value to customers and business partners. We're now looking at how we manage the transportation, administration and sale of our salvage and the systems and stakeholders that support the process.

Our current Salvage Information Management System (SIMS) is a legacy system that is at end of life and needs replacement. The new system will improve our ability to handle vehicles from First Notice of Loss (FNOL) through the claims life cycle. We're also looking at who can purchase ICBC salvage vehicles and want to understand impacts to the industries that they support.

Modernizing our salvage technology and processes will help mitigate rising cost pressures, while helping keep rates affordable for our customers. It will also enable salvage buyers to make better informed purchase decisions and provide an efficient vehicle inventory and tracking management system for our suppliers and staff.

Your feedback is important and we'd like to hear from you at an upcoming salvage buyer consultation session on the following topics:

1. What changes could be made to ICBC's salvage system to better meet your needs?
2. How could you be impacted by changes that may expand our salvage buyer audience?
3. How best can we support you through any changes that may be implemented?

Actions required:

1. Please identify which consultation group you primarily operate in and reply to swcontact@icbc.com with your name, email, and which virtual session you will be attending **no later than October 27th**.

*If you fall under both groups, please select the one that you **primarily** operate in and only attend that session.*

2. Add the meeting details to your calendar and join the virtual session on the scheduled date/time.

Group A: Recycler/Dismantler

Date: Wednesday, November 1st

Time: 2:00 to 3:30 PM

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 241 819 139 950

Passcode: whSR3m

[Download Teams](#) | [Join on the web](#)

Group B: Rebuilder/Dealer

Date: Thursday, November 2nd

Time: 2:00 to 3:30 PM

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 267 318 848 721

Passcode: CzLAPD

[Download Teams](#) | [Join on the web](#)

If you are not able to attend one of the virtual sessions and would like to provide your feedback in writing, please let us know at swcontact@icbc.com and we'll provide additional details to help you provide an informed submission. Written feedback will be accepted until November 9th.

Please contact swcontact@icbc.com if you have any questions. We're here to assist.

Sincerely,

Deanna Richardson

Director, Claims Operations

Alden Li

Director, Claims Customer and Material Damage Strategy