



January 31, 2025

**Dear Collision Repair Program participant,**

I'm writing to share an important update regarding ICBC's claims handling process that may impact the handling of fleet and/or garage claims under your own policy.

Starting February 9, we're increasing the number of auto claims specialists that handle fleet and garage claims. This change is designed to improve our capacity to handle all claims with the attention they deserve, improving response times, maintaining quality service, and ensuring claims are processed efficiently.

### **What does this mean for you?**

The general flow of our claims intake will not change. You'll continue to report a fleet or garage claim the same way you do today. However, your claim may be processed by someone other than the specific team that may have processed it in the past.

This change only impacts claims made under your fleet and/or garage policy. Estimators and adjusters will continue to support your facility with questions related to the repairs you are completing on our mutual customer's vehicles.



## Questions? We're here to help

If you have **general questions** related to the overall change, and not a specific claim, please reach out to your Account Services representative.

**Questions related to specific claims** should first be directed to the auto claims specialist managing your claim and then to their unit manager.

Thank you for your continued business. We value you, our business partners, and your commitment to providing our mutual customers with safe, quality services.

Sincerely,

**Shane Loiselle**

Manager, MD Programs Services