



August 28, 2026

Hello Glass Repair Program Participants,

We're writing to let you know about changes to ICBC's preferred rental suppliers and corresponding rental rates. Beginning September 1st, 2026, new preferred rental supplier contracts have been established with Budget Car and Truck Rental and Enterprise Rent-A-Car.

As part of the contract process, provincial rental regions have been updated, and some regions will now be supported by a different preferred rental supplier. We recognize that glass repair facilities may assist customers in arranging transportation while their vehicle is being repaired and want to ensure your teams have access to the most current information. Please review the table below to see which supplier supports your area.

Preferred Rental Supplier Regions

Preferred Rental Service Provider		
Service Regions	9 regions 1. Greater Vancouver 2. Fraser Valley 3. Squamish-Whistler 4. Sunshine Coast 5. Mid-Island 6. North-Central BC 7. Northwestern BC 8. Northeastern BC 9. West Kootenays	8 regions 1. North Island 2. Victoria 3. Kamloops – Merritt 4. Kelowna 5. West Kelowna – Peachland 6. North Okanagan – Shuswap 7. South Okanagan 8. East Kootenays
Technology Solution	Automated Rental Management System (ARMS®)	N/A

Full details of the updated regions and corresponding rental rate schedules are available on the [business partners page](#). For more information regarding ICBC's preferred rental suppliers, refer to:

- [Budget Car and Truck Rentals regions, service features and fees](#)
- [Enterprise Rent-A-Car regions, service features and fees](#)

If you have any questions, please reach out to your MD Account Services representative. We're here to help.

Thank you for your continued partnership and support.

Sincerely,

Vincent Varona
Business Process Advisor
MD Strategy Development