



March 27, 2026

Hello Glass Repair Program Participants,

This Spring, ICBC is hosting industry town halls in a number of regions across the province. Our goal is to hear from you - from a program perspective - what is working well and where there are opportunities for improvement.

Thank you for providing your input on topics you'd like covered at these sessions and which locations you are interested in. We've had a chance to review and have developed an agenda to best meet your needs.

Please check the schedule below as we've made some adjustments to dates and locations to best support participation.

CITY	LOCATION	DATE/TIME
Nanaimo	Best Western Dorchester Hotel & Conf Centre 70 Church St., Nanaimo Windsor Room	Tuesday, April 21, 2026 4:00-5:30PM
Victoria	CBC Victoria Claims Services 425 Dunedin St., Victoria Training Room #144	Thursday, April 23, 2026 4:00-5:30PM
Coquitlam	ICBC Centralized Services 1575 Hartley Ave., Coquitlam Boardrooms A&B	Tuesday, April 28, 2026 4:00-5:30PM
Kelowna	Hyatt Place 1915 Enterprise Way, Kelowna Okanagan Room	Tuesday, May 5, 2026 4:00-5:30PM
Kamloops	Sandman Signature Hotel 225 Lorne St., Kamloops Savona Room	Thursday, May 7, 2026 4:00-5:30PM
Abbotsford	Best Western Plus Regency 32110 Marshall Rd, Abbotsford Conference Centre	Tuesday, May 12, 2026 4:00-5:30PM



Cranbrook	Prestige Rocky Mountain Resort 209 Van Horne St. South, Cranbrook Conference Centre	Thursday, May 21, 2026 4:00-5:30PM
Prince George	Sandman Signature Hotel 2990 Recplace Dr., Prince George Studio One	Wednesday, May 27, 2026 4:00-5:30PM
Richmond	Sandman Signature Hotel 10251 St Edwards Dr., Richmond Conference Centre	Wednesday, June 3, 2026 4:00-5:30PM
Virtual Sessions	MS Teams (requires RSVP to Ana.Matias@icbc.com to receive an invite)	Wednesday, June 10, 2026 4:00-5:30PM

RSVPs are not required for in-person sessions – you can just show up. If you would like to attend the virtual session, please RSVP your interest, along with the name and email addresses of attendees to Ana.Matias@icbc.com and you will receive an email invitation with the MS Teams link to join.

We look forward to seeing you this Spring.

Sincerely

Troy Campbell

Sr Mgr, Claims Programs & Technical

MD Program Management