



February 9, 2023

Attn: Rental agencies

RE: New hours for Loss of Use desk starting April 10, 2023

Hello everyone,

We're making updates to the operating hours of our Loss of Use (LOU) desk. **Effective Monday, April 10, 2023**, the new operating hours will be 8:30 a.m. – 4 p.m. Monday to Friday, excluding any ICBC recognized statutory holiday closures.

Inquires after 4 p.m. can be directed to lossfuse@icbc.com (for inquires in the Lower Mainland) or lossfuseOLM@icbc.com (for inquiries from outside the Lower Mainland). Emails marked URGENT will be dealt with on a priority basis, and in most cases, will be resolved the same business day.

We're making these changes to improve our efficiencies. Data from the last year shows the vast majority of our inquiries come in before this time. Diverting calls at 4 p.m. allows us to allocate ICBC resources to more effective means of communication and have concerns addressed in a timely manner with our business partners.

We expect to provide the same level of support to our rental partners as we do today.

Supporting rental agencies

If you have any questions, we're here to help. Any further questions can be directed to lossfuse@icbc.com (for inquires in the Lower Mainland) or lossfuseOLM@icbc.com (for inquiries from outside the Lower Mainland). Alternatively, you can reach out to your call center for assistance.

Sincerely,

Kevin Gauley,
Director, Claims Shared Services

