



**June 30, 2026**

**Hello Glass Repair Program Participants,**

Thank you for participating in the recent ICBC Glass Repair Town Halls held across the province. In total, over 100 representatives from glass repair facilities and industry joined us in community and provincial sessions to hear about program updates and share feedback on what is working well and opportunities for change.

We sincerely appreciate your contribution and the time you took to complete the survey and share your thoughtful feedback. We heard a lot about how we can improve communications, be more responsive, update processes, and review policies impacting how we work together.

All the feedback received is now being summarized for review. Our intent is to capture what we heard into key themes and assess with our program and operations teams. With the amount of feedback received, we'll need some time to review and determine next steps. As you can appreciate, we won't be able to address everything we heard, but our intent is to action any changes in a thoughtful and strategic manner, considering how it impacts all Program Participants and ICBC.

In the meantime, we are already looking at some items that were raised that we may be able to take more immediate action on.

**Next Steps**

We expect to complete our review of all feedback shared this summer and will be engaging the Glass Repair industry liaison committee in the fall. Committee representatives will have an opportunity to provide additional feedback and help prioritize any changes we may be making. We're committed to sharing an update with all Program Participants in a "What We Heard" report on the [Business Partners site](#) later this year.

If you have any questions about the Glass Repair Town Halls or would like further information, please don't hesitate to reach out to your MD Account Services representative.

Thank you again for your participation and dedication to the glass repair industry.

Sincerely,

**ICBC Glass Repair Team**

