



December 14, 2022

Attn: Collision Repair Program Participants

RE: New billable fees to take effect today

Hello everyone,

As you're aware, we're making a rate adjustment for collision repair program participants.

The new adjustment includes an increase equivalent to a 3.4% labour rate increase for three new billable fees including processing total losses, accepting towed-in vehicles, and repair planning and file documentation, which will take effect today, December 14, 2022.

The introduction of the billable fees are in addition to the 6.6% labour rate increase that went into effect November 28, 2022 and the 3% labour rate increase on June 1, 2022. Coupled with our new rate framework, collision repair suppliers are receiving the equivalent of a 19% increase in rates over three years, with 13% effective this year.

Below is a summary of each of the three new billable fees. Billable fees can be added to estimates when all requirements outlined in the relevant claims procedures are met.

TOW-IN HANDLING FEE

The tow-in handling fee is a new \$180 fee created to acknowledge that more work is required to process tow-in claims.

When applicable, repair facilities may add more than one billable fee to their estimate. Tow-in handling can be combined with the repair planning & documentation fee on repairable claims, or the total loss handling fee on total loss claims.

A facility must accept the towed-in vehicle and submit a complete estimate to be eligible for the tow-in handling fee.

Full details of the [tow-in handling fee can be found in the Material Damage Procedures Manual](#).

TOTAL LOSS HANDLING FEE

The total loss handling fee is a new \$100 fee created to help compensate facilities for performing activities associated with processing a total loss, repair planning and estimate documentation.

Where applicable, the total loss handling fee can be added to an estimate along with the tow-in handling fee.

The total loss handling fee cannot be charged on the same estimate as the repair planning and documentation fee. In the case of a total loss, you are required to replace the repair planning and documentation fee with the total loss handling fee.





Full details of the [total loss handling fee can be found in the Material Damage Procedures Manual](#).

REPAIR PLANNING AND DOCUMENTATION FEE

The repair planning and documentation fee is a new \$50 fee created to help compensate facilities for time spent on repair planning and estimate documentation. It can be charged on all repairable estimates beginning today.

We're actively working towards a future state which will allow us to reduce review times and decrease the number of estimate submissions required by repair facilities. In support of this goal, ICBC is introducing the repair planning and documentation fee, which includes compensation related to future electronic documentation upload requirements.

Digital upload of documents will not become a program requirement until May 2024 at the earliest. During this transitional period, we'll pay the fee on all repairable claims, without requiring the upload of documentation. MD Account Services will be actively working with facilities that would like support with this transition.

Full details of the [repair planning and documentation fee can be found in the Material Damage Procedures Manual](#).

HOW DO I APPLY THE FEES TO MY ESTIMATE?

Starting today, the new billable fees will be available in the Mitchell system. The new fees can be applied to new, or in progress estimates or supplements that have not already been submitted for payment.

The fees can be found in the template section of Mitchell and are listed as repair planning & documentation, tow-in handling, and total loss handling.

SUPPORTING REPAIR FACILITIES

If you have any questions, please reach out to your MD [Account Service Representative](#). We're here to help.

Thank you for all you do to serve our mutual customers.

Sincerely,

Alden Li
Director, Claims Customer and MD Strategy