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December 23, 2021

Attn: Collision Repair Program Facilities

RE: Car-Part.com update

Dear business partner,

On December 14, 2021, we communicated changes involving Mitchell Cloud Estimating and Car-part.com and some suppliers have reached out to share their concerns regarding recycled parts without pricing, we appreciate your feedback.

ICBC continues to work with Car-Part and the auto recyclers to ensure ICBC recycled parts responses are accurate and include pricing. In our previous communication, we suggested that Participants call up to three recyclers to obtain pricing for unlisted parts prices and we recognize this could be extremely time consuming.

Moving forward, during the transition, we ask that all Participants continue to search for recycled parts using the Car-part.com integrated tool and make the most cost effective parts decisions for the estimate. We will be removing the suggestion to contact three recyclers, if parts pricing is not listed.

We understand these are unprecedented times and everyone is busy. We thank you for your feedback and continued patience as we work through these challenges together.

Please stay safe and enjoy the holiday season.

Alden Li
Director, Claims Customer & MD Strategy