



building trust. driving confidence.

January 12, 2021

Attn: All Collision Suppliers

RE: Enterprise Rent-A-Car's ARMS Automotive software

Dear business partner,

At ICBC, we regularly review our repair processes, seeking gains in efficiency through streamlined business interactions. In support of this objective, Enterprise Rent-A-Car has made available tools as part of our preferred rental program that benefit both ICBC and our valued business partners.

We have reviewed Enterprise Rent-A-Car's ARMS® Automotive Suite of Products and encourage your use of them. As a member of ICBC's Collision Repair program, these products are available to you free of charge and include both the **ARMS® Automotive Application** and the **ARMS® Automotive Exchange (Data Manager)**.

We recognize these applications can help **increase shop efficiency, reduce costs, and improve the overall claims experience**, aligning with initiatives to improve cycle time and provide an industry leading rental experience for our mutual customers.



Streamline Communication

- Two-way messaging streamlines communication between collision repair facility and ICBC loss of use team
- Automated status updates are available with management system integration



Improve Efficiencies

- Stop rental charges if customer drops rental at your shop or request a rental extension
- Time-stamped documentation keeps rental records in one place



Length of Rental Reporting

- Access to the Length of Rental Forecast report with ARMS® Automotive Exchange
- Compare performance to market average length of rental



building trust. driving confidence.

If you would like further information or have any questions, please reach out to your Enterprise Rent-A-Car facility contact or your local branch. You can also learn more at: www.armsauto.com (DEMO) and/or www.armsautosuite.com.

We appreciate your partnership in our Collision Repair program and your continued commitment to our mutual customers.

Please stay safe and healthy, and look after yourselves and your families.

Warm regards,

Greg Beauregard
Director, Material Damage Strategy and Programs