



January 23, 2026

Hello everyone,

ICBC Automotive Services Liaison Committees have been established to provide a forum for liaising with ICBC regarding technical expertise and developing operational recommendations pertaining to the repair, removal, and recovery of ICBC insured vehicles. They support ICBC's objectives to:

- Exceed the expectations of our shared customers
- Enable a culture of continual improvement and change
- Assess and resolve outstanding issues with our stakeholders

Participants who are willing and able to volunteer their time and effort to help make continuous improvements to the automotive services provided are encouraged to consider representing industry. Members are currently being sought for the following committee:

- **Towing Liaison Committee**

The scope of discussion at the ICBC Automotive Service Liaison Committees meetings is limited to:

- Operational issues that affect the delivery of automotive services
- Policy or procedural issues that impact the delivery of automotive services
- System or training requirements that arise from enhancements to ICBC systems or operations
- Any matter pertaining to a specific business relationship between ICBC and suppliers

For the Committee, representatives will participate for a term of at least 24 months and no more than 36 months, following which time a request for new representatives will be initiated.

Committee Members must be in good standing. Each committee will meet by phone on a quarterly basis and from time to time, the committee may meet in person or convene a meeting in a regional location. Meeting attendance by phone and/or MS Teams will always be available to committee members.



If you are interested in representing Industry for this committee, please send an email to towingprograms@icbc.com by end of day Friday February 6, 2026 outlining how your experience, industry knowledge and/or skills will contribute to the committee.

On behalf of ICBC, I would like to take this opportunity to acknowledge the members who have served on this committee over the years. We value the commitment they have demonstrated as we worked together on business improvements that benefit all parties, including our mutual customers.

If you have any questions about this communication, please email towingprograms@icbc.com.

Regards,

Gary Khakh
Towing Liaison Committee Chair