



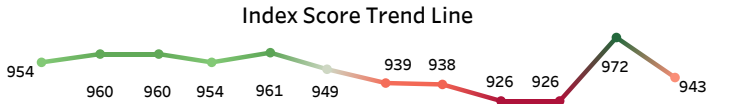
Date (Month - Year) Glass Repair Program Scorecard



Date: (Day - Month - Year)
To: Sample Only (Facility Name)
From: MD Account Services
Re: Glass Repair Program Scorecard Report

Date (Month - Year) Scorecard at a Glance

Index Score: **943 / 1000** Region Average Index Score: **515 / 1000**
 Overall Rank: **3 of 35**



Date (Month - Year) Scorecard In Detail

Cost Control (943 / 1000 Index Points)	Month - Year Single Month Only	Month - Year 12 Month Rolling*	Trend Line 12 Month Rolling***	KPI Rank 12 Month Rolling*	Region Avg. 12 Month Rolling*	Top 25% Avg. 12 Month Rolling*
Windshield Repair Ratio	41.18%	44.80%		3 of 35	27.94%	40.79%

(Results in the Month - Year 12 Month Rolling column are shown in **Red** when performing lower than the regional average and **Green** when performing higher than the regional average)

Glass Rebate Information

Tier 1 Accumulated Rebate	\$2,675.81	\$2,675.81
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Rebate Eligibility: Only participants at, or above 35% repair ratio at the end of the measurement period will be eligible for rebate payments. Please see section 5.6.2 in the Glass Repair Guide for details.

Additional Information (Non-Scoring)

Glass Claim Severity	\$624.57	\$571.67		11 of 35	\$682.03	\$513.93
Failed Windshield Repair Ratio	0.00%	0.00%		1 of 35	0.15%	0.00%

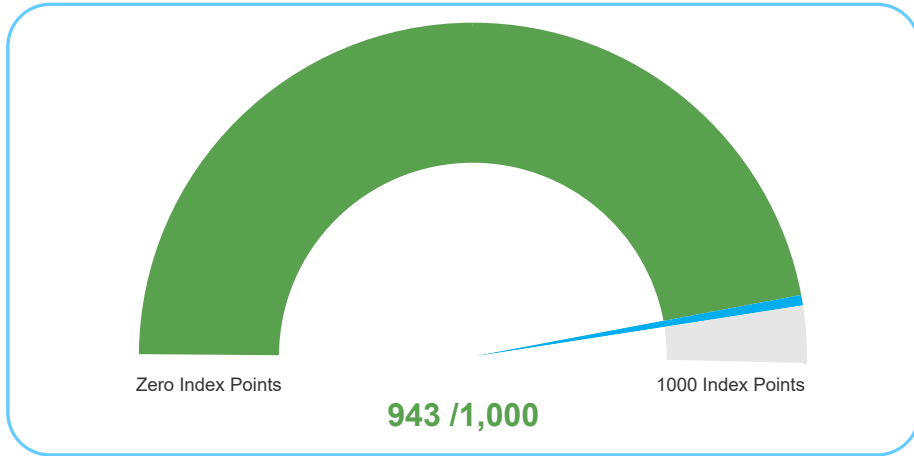
ICBC has determined that a facility must achieve a Windshield Repair Ratio of at least 10% to stay in the program. Facilities unable to achieve the minimum Windshield Repair Ratio threshold by the end of the Tiering Measurement period will be placed into the Assessment Tier and given 12 months to achieve the minimum Windshield Repair Ratio threshold before removal from the program.

Tier Status: **Tier 1** (Based on Previous Program Year Tiering Results) Facility #: **Sample Only**
 November 2023 Snap-Shot: **55** Repairs, **111** Total Claims, **49.55%** Windshield Repair Ratio Region: **Sample Only**
 Deductible Payment By Cash Percentage: **2.98%** Region Average: **4.83%**
 Current CSI Score:**86** Current Region Average: **83**

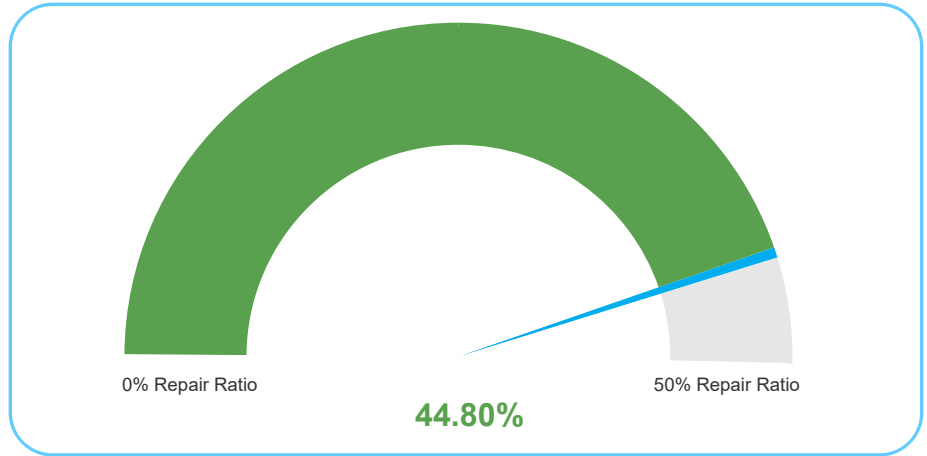
*12 month rolling scores include the performance of claims in the last 12 months.
 ***12 month rolling trend lines plot the scores from each 12 month rolling period, over the last 12 months.



Index Opportunity Gauge



Windshield Repair Ratio



Glass Rebate Details

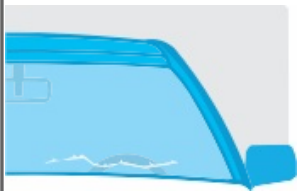
Glass Program Year Rebate Progress (Repair Ratio Status: Red < 35% & Green >= 35%)

Program Year Start
October 1st



Program Year Finish
Sept. 30th

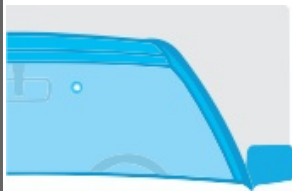
Replacement Parts Rebate Summary



Total Parts: **\$47,458.16**
 Rebate Percentage: 2%
 Current Status: **Eligible**

Total Potential Part Rebate: **\$949.16**

Windshield Repair Rebate Summary



Total Repairs: 97
 Rebate Per Repair: **\$37.50**
 Current Status: **Eligible**

Total Potential Repair Rebate: **\$3,637.50**

Total Glass Rebate Summary



Part Rebate: **\$949.16**
 Repair Rebate: **\$3,637.50**
 Current Status: **Eligible**

Total Potential Glass Rebate: **\$4,586.66**

Index Score Colour Scale



Points Missed (Filled in Grey)



Points Achieved (Filled in with colour based on Index Colour Scale as shown to the left)

Repair Ratio Colour Scale

