



July 28, 2023

Attn: Collision Repair Program participants

RE: New Repair Facility Support Request form & Collision Repair Program Guide Changes

Hello everyone,

We're making enhancements to better assist Collision Repair Program participants' requests and we're also making changes to the Collision Repair Program Guide. I want to share the details with you.

We're amalgamating various forms and applications that Collision Repair Program participants currently utilize to communicate with ICBC into a new Repair Facility Support Request form to better address your requests and inquiries.

Starting August 28, 2023, you are asked to always use the new Repair Facility Support Request form when you have a request. This will streamline the claims handling process and allow us to process your requests more efficiently while simplifying the user experience for you.

The Repair Facility Support Request form can be accessed on the business partners' page on icbc.com.

Please see below for a list of the forms that will be decommissioned, effective August 28, 2023, and amalgamated into the new Repair Facility Support Request form:

Form Number	Form Name
CL473	Collision Repair Program Support Request
CL774	Collision Repair Facility Tow Request
WEB1694	MD Supplier Programs & Admin Contact
CL113D	Courtesy and Rental Vehicle Reimbursement
CL113F	Notification of Direct Rental
CL113H	Notification for Direct Rental Referral

By improving, streamlining, and implementing new processes, we'll reduce the time it takes to resolve claims while making both the customer and user experience better. We're delivering on our commitment to move all British Columbians forward by making it easier to get people back on the road after a crash.



Collision Repair Program Guide changes

We've made changes to the applicable sections in the Collision Repair Program Guide that reference the forms which are being decommissioned as of August 28, 2023, to reference the new Repair Facility Support Request form and the applicable sub-section.

We've also made updates to section 9.9. The CL113 form has been decommissioned and replaced with the Direct Rental Referral. Procedures surrounding submissions of the Direct Rental Referral have been reformatted into a new table for ease of reference and to provide clarity surrounding submission requirements. In the event Collision Repair Program participants are unable to meet a customer's alternative transportation needs, you only will be required to provide ICBC with a minimum of 24 hours' notice when submitting the Direct Rental Referral.

Furthermore, we've removed section 8.1 from the Collision Repair Program Guide. Collision Repair Program participants who are in the Assessment Tier or on the Focus list will no longer be required to wait for two hours prior to commencing repairs. They will still be required to adhere to the policies and procedures outlined in the Collision Repair Program Guide related to estimate or supplement submissions.

A detailed list of these procedural changes will be listed in the Change Alert on the business partners' page on icbc.com on August 28, 2023.

Updates to the Collision Repair Program Guide take effect August 28, 2023, and the revised Collision Repair Program Guide will be available on the business partners' page on July 28, 2023.

If you have any questions, our MD Account Services representatives are here to help. Please don't hesitate to reach out.

Thank you for your continued support to provide our mutual customers with quality services.

Sincerely,

Shane Loiselle
Manager, MD Programs Services