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January 11, 2019

To: c.a.r. shop VALET suppliers

Subject: Hit and Run Estimating Pilot – Select locations in BC

As part of our continued commitment to listening to our business partners and making business improvements, ICBC will be initiating a six month pilot for select hit and run claims effective January 16, 2019 at the following Claim Centres:

- Richmond
- Victoria
- Prince George

During the pilot, select hit and run claims in the pilot locations will have their vehicles assessed by an ICBC estimator instead of an Express Repair facility. Estimates will be completed by the ICBC estimator and the customer will then attend the shop of their choice. "Request Review" will not be required on supplements to ICBC for these Hit and Run estimates (for all other Hit and Run claims that are Express qualified, "Request Review" is still required).

The pilot will be assessed following the six month period as part of our ongoing efforts to address supplier feedback and make changes to improve work flow.

If you have any questions about this new procedure, please contact your local [Manager of Estimating Services](#).

Thank you,

Sabi Bains
Director, Material Damage & SIU

John Forman
Director, Claims Customer Services