



June 28, 2023

Attn: Glass Repair Program participants

RE: Year two rate framework increase for Glass Repair Program participants

Hello everyone,

Last year, we announced a multi-year rate framework for material damage partners with a labour rate increase of up to approximately 9% over three years. Moving into year two, effective July 1, 2023, glass repair participant facilities will receive a 3% increase to labour rates – the maximum allowed under the framework. The rate increase is based on the BC Consumer Price Index (CPI), up to 3%.

The new labour rate is \$57.32 (\$53.63 if your glass repair facility is at the development rate) and applies as of July 1, 2023 to estimates for work that is in progress and new work.

The increase is designed to help address rising cost pressures faced by industry, while delivering on our commitment to keeping rates affordable for British Columbians.

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

Thank you for your continued support in providing our mutual customers with quality service.

Sincerely,

Alden Li,

Director, Claims Customer and MD strategy

