



Glass Program Redesign – Webinar FAQ

- **How was the Tier 1 minimum windshield repair ratio threshold determined?**

We established the threshold after careful review of historical performance of the industry windshield repair ratios. We also reviewed glass repair ratios in other jurisdictions and obtained feedback from our current business partners.

- **Does ICBC think the Tier 1, 35% repair ratio is attainable?**

Through our analysis of historical performance, feedback from our current business partners and review of repair ratios in other jurisdictions, ICBC believes the 35% repair ratio is attainable.

- **Why is the most expensive windshield on the road, motorhomes, not covered under the current program for rock chip repairs?**

1-ton pickup trucks and motor homes (excluding Class A type) may be eligible for windshield repair with authorization from ICBC's Provincial Glass Operations (PGO). Expanding rock chip eligibility was not part of the review process of the Glass Program redesign. This may be considered in future reassessments of the program.

- **How will heavy truck repair facilities (commercial claims) be graded on glass repair claims?**

Commercial vehicles are not factored into the repair ratio calculation.

- **Do Glass Repair Program participants get penalized for failed windshield repairs, and do they contribute to the repair ratio calculation.**

Failed chip repairs are not part of the repair ratio calculation. They will not factor into your overall performance score.

- **How is a failed rock chip repair on a trade-in vehicle accounted for when the repairs are completed prior to the transfer of ownership?**

It is dependent on the vehicle's insurance coverage at the time of loss and its current coverage after the transfer of ownership. Glass Repair Program participants should contact PGO for direction when processing a replacement claim.

- **Does the NAGS rebate for Tier 1 Glass Repair Program participants apply to all NAGS parts or just NAGS windshield parts?**

The rebate is applicable to all NAGS parts (windshield, side glass, ¼ glass, vent glass, back glass, etc.).

- **Do tempered glass parts count as claims when calculating repair percentage even though they cannot be repaired?**

No. Only windshield repair and replacement claims are calculated in the repair vs replace percentage.





- **Will the rebates only be offered to those who achieve Tier 1 status?**

Only Glass Repair Program participants who achieve the minimum 35% repair ratio as of the end of the performance measurement period will receive rebates.

- **Do multiple repairs on the same claim add additional points to the repair ratio, or is it solely repair claims vs replacement claims?**

Each individual claim is calculated into the repair ratio, regardless of how many chip repairs are involved in the claim.

- **What will ICBC be doing to advertise the chip repair program?**

ICBC has advertised chip repair information on icbc.com as well as through ICBC social media channels.

- **The current glass program year ends September 30, 2023. Do Glass Repair Program participants get reevaluated when the program redesign comes into effect on October 1, 2023 and what happens to the repairs we have already completed this year?**

The glass repair program redesign starts on October 1, 2023 and the performance measurement period will be for one year (October 1 – September 30, 2024). Any windshield repairs or replacements completed prior to October 1, 2023 will not be included in the program redesign measurement period.

- **Do windshield repairs still fall under the same guidelines for repairs and will the repair requirements change for chips in the drivers' line of sight?**

The windshield repair requirements have not changed. Repairs in the driver's line of sight are allowed as long as the residual damage is less than ¼ inch in diameter. Please see section 7.2 of the Glass Repair Program Guide for determining if repairs are ineligible.

- **What options are being considered for the reduction in administrative work for Glass Repair Program participants who achieve Tier 1 status?**

At this time, ICBC is still gathering and assessing information, including information from the Liaison Committee. Glass Repair Program participants are encouraged to reach out to a Liaison Committee member or your ICBC account representative for further details or to provide any feedback they would like have taken into consideration.

- **How is seasonality accounted for in the Glass Repair Program redesign when rock chips are more prominent in the winter?**

The repair ratio is scored over a 12 month period which takes into account all the seasonal weather changes.

- **OEM windshields are not accounted for in the program redesign. When a customer has an OEM replacement policy and a glass repair facility submits a NAGS glass part number, will this be considered as part of the 2% rebate?**



The 2% rebate is calculated based on all NAGS part numbers entered on the invoice submitted to ICBC.

- **With the new rebate program, are glass repair facilities still required to select NAGS pricing regardless of costs compared to a lesser OEM cost?**

Yes, there are no changes to the NAGS pricing requirements.

- **How are Glass Repair Program participants who are repairing high-end vehicles with heated windshields expected to achieve these targets?**

Heated windshields are only excluded for a repair option if the damage is in the area of the heating elements/wires.

- **What are the factors when reassessing the windshield repair ratio thresholds annually?**

ICBC will review current and past performance as well as market trends when establishing Tier 1 and Tier 2 repair ratio thresholds.

- **If a glass repair facility is currently in assessment tier and still below when the Glass Repair Program redesign comes into effect on October 1, 2023 will they get a full year to improve their repair ratios?**

Yes, all Glass Repair Program participants will be measured for the new program year starting October 1 – September 30, 2024.

- **How does this Glass Repair Program redesign impact a new glass repair facility entering the program mid year?**

As 12 months of data is still required to be eligible for tiering, new applicants entering the program mid year will not be eligible for tiering and rebates until the following program year.

- **How is the Glass Repair Program redesign saving money if ICBC is paying out rebates?**

The intent of the program redesign is not to save ICBC money. It is intended to reward Glass Repair Program participants who are helping control windshield claim costs by maintaining a high windshield repair ratio.

- **Are glass repair facilities required to purchase ADAS equipment?**

No, however each repair facility must support calibration requirements as part of the repairs. Please see the Material Damage procedure policy regarding *Advanced Driver Assistance Systems (ADAS) calibrations for collision and glass claims*.

