

ICBC Automotive Services Liaison Committees have been established to provide a forum for Program Participants and industry associations to liaise with ICBC regarding technical expertise and developing operational recommendations pertaining to the repair, removal, and recovery of ICBC insured vehicles.

Compliance with both the letter and spirit of BC's *Freedom of Information and Protection of Privacy Act (FIPPA)* and the federal *Competition Act* is given a high priority at Liaison Committee meetings. Competitively sensitive information is not discussed, nor do any negotiations take place. Rates are outside the scope of the Committees, and ICBC makes rate decisions independently.

Meetings are conducted under an obligation of confidence so that participants can speak freely and openly. Below is a brief summary of non-confidential matters raised and ICBC's standpoint on each.

ICBC Express Repair Liaison Committee Meeting March 23, 2023	
Liaison Committee Members Raised Matters	Status
Vehicle Detail & Cleaning – Detail and Delivery Costs	Liaison Committee member(s) provided information regarding industry vehicle detailing and cleaning fees. The parties understood that this was not a negotiation and information was provided for unilateral decision by ICBC. ICBC has reviewed and decided not to pay a specific detail and delivery fee at this time. ICBC will continue to monitor insurance and market trends on the topic.
Total Loss Compensation – Concerns regarding teardown time vs time to determine a total loss	ICBC will look further into how to best approach defining teardown time. ICBC is working with Committee members on collecting information and will provide an update at the next Liaison Committee meeting.
Normalization KPI Introduction/Fasteners and Bolts example – Reviewing low dollar parts (e.g. fasteners & bolts) impact on KPI data	Questions were raised on how small parts such as fasteners and bolts impact KPIs. ICBC has reviewed the model and decided to exclude parts that are under \$100.
Industry Staff Experience Levels – Due to employment churn, experience levels of new office staff in industry could lead to negative compliance	ICBC has made the following changes which lower the impact of administrative errors: <ul style="list-style-type: none"> • Lowered Tier 2 minimum threshold • Reduced QA KPI weighting.
Body Repair Material Allowances Policy (Materials Basket Working Group) - Higher priced items such as body adhesives included in body material rate	ICBC has reviewed feedback from industry and material retailers to understand current state. ICBC has introduced a new policy defining materials that can be billed as parts on an estimate to better compensate industry for the identified costs.
3D Measuring Allowance for 3D measuring when no structural damage is found during estimate process	Liaison Committee member(s) provided information regarding 3D measuring when no structural damage is found during the estimate process. The parties understood this was not a negotiation and information was provided for unilateral decision by ICBC. ICBC has decided not to pay a fee at this time. ICBC will continue to monitor insurance and market trends on the topic.

<p>Destructive Weld Tests – Allowance for destructive weld tests</p>	<p>Liaison Committee member(s) spoke to the requirement by vehicle and equipment manufacturers to perform destructive weld tests. The parties understood this was not a negotiation and information was provided for unilateral decision by ICBC. ICBC has decided not to pay a fee at this time. ICBC will continue to monitor insurance and market trends on the topic.</p>
<p>ATS – Concerns with current ATS program</p>	<p>ICBC is currently conducting a full review of ATS. ICBC will share the results of the review with the Liaison Committee once internal reviews with Executives are completed.</p>
<p>Sublet Mechanical – Ongoing challenges with ICBC setting rates for sublet work performed by non-program shops such as wheel alignments, calibrations, etc</p>	<p>ICBC has commenced a review and has solicited examples from ERLC members. ICBC will independently review allowances and determine next steps.</p>
<p>ADAS Warranty – Request for ICBC to develop policy on ADAS warranty</p>	<p>ICBC will not define an ADAS warranty period. Documentation of a successful calibration is required for payment, and ICBC would refer to this documentation in the event a calibration is questioned after vehicle is delivered to customer.</p>

The above summaries are provided “as is” for information purposes only, and without any warranty. Actual ICBC policies and procedures are subject to change in accordance with the Collision Repair Agreement. Program Participants must review and adhere to the more detailed wording and requirements in MD Claims Procedures, the Collision Repair Program Guide and instructions published on the ICBC Business Partners Page.