



August 11, 2023

Attn: Glass Repair industry

RE: Glass Claim number format change

Dear Glass Repair Program participants,

We're going to be making changes to the glass claim number format.

The current format is running out of numbers so we're moving from a three alpha (eg: GAA###.#) glass claim number to a new four alpha glass claim number format (eg: GAAA###.#). The change will be effective the morning of Sunday, August 27th.

We don't anticipate any impact to your day-to-day operations as we transition to the new format. In the event you encounter any technical issues during the transition, please contact our Provincial Glass Operations (PGO) directly at: 604-516-8555 or toll free 1-866-827-7922 during regular business hours of Monday - Friday 8:00am - 5:00pm & Saturday's 8:30am - 4:30pm.

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

Sincerely,

Jamie Nunn
MD Manager Program Services

