



June 26, 2025

Hello everyone,

As you may be aware, we've come to the end of our current three-year rate framework. I'm pleased to let you know that we've approved a new, multi-year rate package. This package includes a commitment to an annual 2% labour rate increase in each of the next three years, providing greater financial predictability for your business.

In addition to the labour rate adjustment, to add to your overall compensation, we've also approved a new Glass Material fee to help offset some costs for glass repair facilities. The addition of this new fee better reflects the realities of today's repair environment.

The new labour rate and Glass Material fee apply to new estimates and work in progress as of July 1, 2025.

New multi-year rate framework

Effective July 1, 2025, the new labour rate is \$60.22. If your facility is at the development rate, the new labour rate is \$56.34.

A multi-year rate schedule provides you with consistency and allows you to better plan for future years.

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

New Glass Material fee

To help deliver a more comprehensive package, we've also approved a new Glass Material fee of \$7.72 that will apply once to all non-repair express glass claims. This fee is to help offset the use of facility materials required during glass installation and will be considered as part of future rate framework reviews.



This fee will be automatically added for all replace estimates created. No action is required to apply the glass material fee. The detail will show MATERIAL FEE displayed in the estimate summary and on the final invoice.

The existing urethane rate will remain at \$48 per claim.

Questions? We're here to help

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

Thank you for your continued support to provide our mutual customers with quality services.

Sincerely,

Kevin Walsh

Manager, MD Programs Services