



February 28, 2023

Attn: Glass Repair Program participants

**RE: Glass Repair Program - Updates for the 2023/24 program year**

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Hello Program Participant,

As we near the beginning of the new program measurement period (April 1, 2023 – March 31, 2024), I wanted to share some updates and reminders about the Glass Repair Program.

### **Updates to Glass Repair Program Guide**

We're making some minor updates to the Glass Repair Program Guide ("Program Guide") that provide more clarity to our policies and procedures.

You'll also notice the Program Guide looks a bit different. We've made some updates to align the Program Guide to ICBC's new look and feel.

**Updates take effect April 1, 2023 and will be available on the [partners page](#) tomorrow.** A detailed list of the updates can be found at the bottom of this email.

### **Tiering letters**

As a reminder, March 31, 2023 marks the end of the current measurement period. At the end of the measurement period, we'll review performance results, including results against the Tier 2 minimum threshold. Glass repair facilities can expect to receive a letter in late April about their new tiering status. The new tiering status will have an effective date of May 1, 2023.

### **Shared Benefits program**

We're also working to finalize details and results on the Shared Benefits Program. Look for communications in the coming months.

Do you have questions about the updates? We're here to help. Please reach out to your [Account Service Representative](#) if you need assistance.

Sincerely

Alden Li  
Director, Claims Customer and MD Strategy

**Below is a detailed description of the updates to the Program Guide that will take effect April 1, 2023.**

*Section 4.1.2 Collection of Personal Information*





We've updated the Program Guide to reflect changes to the Freedom of Information and Protection of Privacy Act (FIPPA), which (subject to applicable regulations) no longer requires that all personal information be stored inside of Canada. As a result:

- Program participants are no longer required to collect written consent forms to enter staff personal information in Entegral, but they must advise employees working on ICBC claims that staff qualification information will be shared with ICBC.
- Participants must still comply with FIPPA and are responsible for the protection of customers' personal information.

#### *Section 4.2 Computer Technology*

- We've removed requirements and references to storing digital information in Canada.

#### *Section 6.4.2 Measuring Quality Assurance*

- In the first row under the "documentation" section, we've removed the requirement to attach the bar code or parts label to an OEM invoice for moulding replacements. This change means the documentation requirements for OEM and aftermarket parts align.
- In the second row under the "documentation" section, we removed the requirement for part labels to be attached to invoices when OEM parts are used for the replacement of rain sensors and gel pads. This better aligns the Program Guide to the Claims Procedure for rain sensor removal and installation.
- In the fourth row under the "policy & procedure" section, we updated details about the insured's statement to note that participants are required to have the customer sign the most current version of the CL11BX/R form available at the time the vehicle is delivered to the customer.

#### *Section 9.2 Supporting Documentation and Storage*

- We've removed the requirement to provide the packing slips for OEM additional parts and added the requirement to list the claim number on the invoice for OEM supplied parts

#### *Section 10 Advertising*

- ICBC logo options have been simplified to three options. Program participants may now choose to use the preferred colour logo in addition to a reversed white or black logo. If you're using your own facility logos along with ICBC logos, the background colours other than white should align to your brand colours, and can not be confusingly similar to ICBC Blue or ICBC Purple.