



January 23, 2025

## **Hello commercial collision repair facilities,**

I'm writing to give you a courtesy heads up on an important update regarding ICBC's claims handling process.

Starting February 9, we're expanding our claims teams to include a larger group of experienced auto claims specialists, rather than the smaller team customers worked with in the past. Claims will be assigned based on the complexity and level of detail associated with claim, rather than the type of loss, vehicle or policy type as they are assigned today.

This change is aimed at improving our capacity to handle your claims with the attention they deserve, improving response times, maintaining quality service, and ensuring claims are processed efficiently.

### **What does this mean for you?**

The general flow of our claims intake will not change. Customers will continue to report a claim the same way they do today. As noted, commercial collision claims are currently processed by a small, specific team of auto claims specialists. Claims assigned after February 9, will be directed to a larger group of auto claims specialists with the knowledge, skills and experience required to handle a variety of claims.

### **Commercial estimators and appraisers will continue to support your commercial collision facility with claim-related questions.**

### **Your patience is appreciated**

It will take time for auto claims specialists to become experienced in handling all types of claims, so we ask that you please be patient as we adopt this new model. We are building a robust



support system for our specialists to ensure that you continue to receive the high quality of service you are used to. We appreciate your trust in us and are here to help every step of the way.

**Questions? We're here to help**

If you have any questions related to the overall changes, please reach out to Kevin Walsh at [kevin.walsh@icbc.com](mailto:kevin.walsh@icbc.com) or Jonathon Stewart at [jonathon.stewart@icbc.com](mailto:jonathon.stewart@icbc.com).

Thank you for your continued business. We value you, our business partners, and your commitment to providing our mutual customers with safe, quality services.

Sincerely,

**Kevin Walsh**

Manager, MD Program Services