



August 14, 2025

Hello Collision Repair Program Participant,

I'm writing to provide an update to my communication from May 1 that referenced Unsupported Rental Review.

The industry members Collision Liaison Committee shared feedback indicating they had overall concerns with ICBC reviewing potential unsupported rentals. While unsupported rental reviews will continue, the Committee also shared some opportunities to make our communication and explanations better – and we made updates based on their feedback.

Aligned with our values of being collaborative and straightforward, we are committed to maintaining openness throughout the review process and providing clear explanations on how our audit team determines the recovery amount.

With that in mind, I'm sharing a summary of key items reviewed by our audit team in assessing the unsupported rental recovery amount:

<ul style="list-style-type: none"><li>• Rental invoices</li></ul>	<ul style="list-style-type: none"><li>• "Request for Review"</li></ul>
<ul style="list-style-type: none"><li>• Notes in Guidewire ClaimCenter &amp; Mitchell Journal</li></ul>	<ul style="list-style-type: none"><li>• Potential total loss</li></ul>
<ul style="list-style-type: none"><li>• Enterprise ARMS dates &amp; updates</li></ul>	<ul style="list-style-type: none"><li>• ICBC delays</li></ul>
<ul style="list-style-type: none"><li>• Estimate and supplement submission dates</li></ul>	<ul style="list-style-type: none"><li>• Unavoidable delays in customer pick up</li></ul>
<ul style="list-style-type: none"><li>• Operations on the estimate</li></ul>	<ul style="list-style-type: none"><li>• Documented parts delays</li></ul>
<ul style="list-style-type: none"><li>• Parts ordered/received dates</li></ul>	<ul style="list-style-type: none"><li>• Statutory holidays</li></ul>
<ul style="list-style-type: none"><li>• Sublets and associated time frames</li></ul>	<ul style="list-style-type: none"><li>• Any other verifiable delays outside of the facilities control</li></ul>
<ul style="list-style-type: none"><li>• Utilizing regional cycle times for estimated length of repair</li></ul>	

We've also added details to the unsupported rental audit letter showing a breakdown of the recovery amount for each claim. Here's what that will look like:

- ***Claim #:*** *[Insert Claim Number]*
- ***Labor Hours:*** *XX.X hours included in the estimate*
- ***Anticipated Length of Rental (based on your average regional cycle times):*** *XX days*
- ***Additional Supported Rental Days:*** *X days due to (insert reason)*
- ***Total Supported Repair Days:*** *XX days*
- ***Total Unsupported Rental Days:*** *XX days*
- ***Applicable Daily Rental Rate:*** *\$XX.XX/day (includes VLF, PVRT, PST & GST)*

If you have any questions, we're here to help. Please reach out to your Account Services representative for support.

Sincerely,

Shane Loiselle  
Manager, MD Programs Services