



November 10, 2023

Attn: ICBC Towing Business Partners,

Re: Modernizing ICBC's Towing Operations – we want to hear from you

As part of our commitment to develop operational efficiencies and hear from you when changes impact your industry, we are writing to let you know about potential changes ICBC is making that will be of interest to you and your business.

ICBC continues its journey to modernize its material damage programs to provide greater value to customers and our valued business partners. We're now looking at how we manage the transportation and administration of vehicles and the systems and stakeholders that support the process.

Your feedback is important and we'd like to hear from you on the following topics:

1. Your feedback on potential changes to ICBC's vehicle information management system.
2. How you may be impacted by potential changes involving ICBC towing processes.
3. How you would like to be supported through any changes that may be implemented.

Please click on the following link to access the consultation package on our Business Partners page and submit your feedback to towingprograms@icbc.com no later than **November 15, 2023**.

Click the following link: [ICBC Towing Supplier Industry Consultation Package](#)

Please contact towingprograms@icbc.com if you have any questions. We're here to assist.

Sincerely,

Alden Li
Director, Claims Customer and Material Damage Strategy

Deanna Richardson
Director, Claims Operations

