

ICBC Automotive Services Liaison Committees have been established to provide a forum for Program Participants and industry associations to liaise with ICBC regarding technical expertise and developing operational recommendations pertaining to the repair, removal, and recovery of ICBC insured vehicles.

**Compliance with both the letter and spirit of BC's *Freedom of Information and Protection of Privacy Act (FIPPA)* and the federal *Competition Act* is given a high priority at Liaison Committee meetings. Competitively sensitive information is not discussed, nor do any negotiations take place. Rates are outside the scope of the Committees, and ICBC makes rate decisions independently.**

Meetings are conducted under an obligation of confidence so that participants can speak freely and openly. Below is a brief summary of non-confidential matters raised and ICBC's standpoint on each.

<b>ICBC Express Repair Liaison Committee Meeting</b> <b>September 14, 2023</b>	
Liaison Committee Members Raised Matters	Status
<b>Included Items in Mitchell</b>	Liaison committee members provided feedback that there was confusion with operations that were included with aftermarket or recycled parts. Seam sealer not provided on a panel was an example shared. ICBC will look to provide clarification to industry for common inquiries related to included operations in Mitchell.
<b>Model Shop Methodology Update</b>	ICBC will look at providing information on the considerations used to evaluate costs incurred by operating a collision repair facility in BC.
<b>Teardown Judgement Times</b>	Liaison committee members provided feedback that ICBC's application of tear down may be inconsistent. Examples were requested to support the feedback provided.
<b>Refinish Hours Exclusion – B Sheets</b>	Liaison committee members provided feedback that estimates without refinish may impact KPIs. ICBC will investigate feedback.
<b>Alternative Transportation Service Update</b>	ICBC is currently conducting a full review of ATS. ICBC will share information with industry once internal reviews are completed.
<b>ICBC Estimator Training</b>	Liaison Committee member(s) raised impacts of ICBC recruitment externally from industry. ICBC discussed mitigation through internal training. Evaluating if any internal ICBC estimator training could benefit industry.
<b>Approval Delays &amp; LOU Booking Errors</b>	Liaison Committee member(s) raised impacts of ICBC operational delays in estimate approvals. ICBC implemented improved reporting to better monitor cycle times. Liaison committee members provided feedback of LOU booking errors. ICBC will investigate.
<b>Repair Planning &amp; Documentation Fee Policy Update</b>	ICBC has reviewed feedback and is revising policy to include clarification and additional fee scenarios.
<b>OEM Procedures Team Overview</b>	Overview of ICBC internal OEM research team that reviews emerging repair procedures.
<b>Expensive Tinters</b>	Liaison Committee member(s) raised impacts when paint tinters or four-stage, or quad-coats are required. ICBC is evaluating next steps to provide clarity on operations not considered in Mitchell.
<b>Obvious Total Losses (OTL) Directed to Repair Facilities</b>	Liaison Committee member(s) raised impacts of OTLs sent to a repair facility. Discussed there have been improvements. ICBC will continue to investigate further opportunities to reduce impact.

<b>Parts Removal During the Estimating Process</b>	Liaison Committee member(s) provided feedback on opportunity to reduce back-order delays by R&I parts on drivable estimates. The Collision Repair Program Guide discusses considerations to reduce delays.
<b>Estimating Staff Return to Field</b>	Liaison Committee member(s) raised mixed feedback of ICBC staff attending repair facilities in person. No action required.

The above summaries are provided “as is” for information purposes only, and without any warranty. Actual ICBC policies and procedures are subject to change in accordance with the Collision Repair Agreement. Program Participants must review and adhere to the more detailed wording and requirements in MD Claims Procedures, the Collision Repair Program Guide and instructions published on the ICBC Business Partners Page.