



Summary of key Program Guide improvements

Below you'll find a summary of the key improvements to the Program Guide.

Section 5.4 – Tiering Benefits

- We've updated the table to accurately reflect Tier 1 and 2 program benefits.

Section 5.6.3 – Eligibility

- The Tier 2 Minimum Threshold has been increased to a minimum 15% Repair Ratio. Participants already in the Assessment Tier with a Repair Ratio of less than 15% at the end of the Tiering Measurement Period will be removed from the Program.

Section 6.4.2 – Documentation

- Assessment Tier Participants must obtain customer signature on Windshield Replacement Form for all claims when the customer elects to replace a repairable windshield.

Section 9 – Image and Documentation Requirements

- We've updated the **Image & Document Upload Requirements by Tier** table to provide clarity around documentation requirements for each Tier
- Tier 1 participants will no longer be required to upload photos at the time of claim submission; however, photos must be retained for QA or Audit purposes

Section 10 – Advertising

- We've simplified this Section and have created a new [ICBC logo usage standards for Repair Network](#) document for ease of reference