



May 1, 2018

**Attention: All collision repair suppliers (c.a.r. shop VALET; c.a.r shop and Base)**

**Subject line: Updates to ICBC's policies effective May 2**

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Good afternoon,

We're pleased to share with you that as a result of your feedback we will be updating two material damage policies and introducing two new policies, effective May 2.

These policy updates were requested through our Material Damage Technical Committee – a group of industry representatives who work closely with us on operational improvements that help to better serve our mutual customers. These changes are part of our continued commitment to listening to you and making improvements that help to better align our procedures with industry standards and best practices.

As part of our efforts to reduce the cost pressures on insurance rates we're also adjusting our [National Auto Glass Specifications Glass pricing](#) discount to 25% effective June 4.

The following is an overview of the policies, and we ask that you and your staff review the specifics in the material damage procedures. Please note, the links below will take you directly to the respective pages of the material damage procedures and you may be prompted to first indicate your agreement with the terms and conditions.

- [Extended Clear Coat](#): A new policy to compensate body shops 0.4 labour hour for clear coating vehicle panels (e.g. quarter panels, truck cabs) in order to meet some paint manufacturers' warranty requirements.
- [Pre and post vehicle diagnostic scans](#): ICBC recognizes that at times diagnostic scans are warranted for vehicle collision repair. The new policy will compensate 0.3 labour hour for some pre-repair and post-repair vehicle diagnostic scans as defined in the policy. Scanning results must be kept on file in the same manner as shops currently keep estimates and related documentation. In the coming weeks, the documentation requirements of the [Express Repair Program Guide](#) will be updated to include vehicle diagnostic scanning results.
- [Wheel alignments](#) and [alloy wheel repairs](#): ICBC is updating its wheel alignment and alloy wheel repair rates to better align with industry standards.

These changes will be available in the upcoming Mitchell Estimating system update as Long Expansions, effective June 4. Until then, you will be required to manually enter these operations. We have developed job aids on [how to add manual lines to the long expansion group](#) as well as more details on [pre and post scanning and extended clear coat](#). We encourage you and your staff to review these aids.

If you have any questions about this communication, please contact your local material damage manager.

Regards,

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