



May 1, 2023

Attn: Collision Repair Program participants

RE: Miscellaneous updates – CSI Survey, Mitchell, Body Material Allowance Policy, Locator, Warranty Cards

Hello everyone,

We're always looking for a way to streamline processes and create efficiencies for collision repair facilities. We're pleased to share a number of updates that will help you serve our mutual customers.

REMINDER: CUSTOMER SERVICE INDEX (CSI) SURVEY IN MARKET

In March, we let you know that starting April 1, 2023, customers may receive a one-question SMS/Text based survey, asking a customer, on a scale of 1 to 10, how likely they would be to recommend your repair facility to a family or friend.

Please continue to promote survey completion with our mutual customers. Let them know they could see a text from ICBC asking about their experience and that they can reply directly to the text by entering the number between 1 and 10 that corresponds with the level of satisfaction on the service they received.

While CSI will continue to be a non-scoring metric, we'll still collect surveys to better understand the customer experience and look to identify a way to use the CSI metric in the future.

MITCHELL CLOUD ESTIMATING UPDATES

The following updates will take effect in the Mitchell Cloud Estimating system on May 2, 2023.

Feather, Prime & Block

We're updating the way the Feather Prime & Block operation is displayed. Currently, the labour type listed when selecting the Feather, Prime & Block template line is *User Defined 1*. With the upcoming enhancement, the labour type will appear as *Feather, Prime & Block*. This change will display in both the Mitchell Cloud Estimating and the printed PDF version of the estimate.

Please note this update applies only to the way labour type related to Feather, Prime & Block is displayed. There are no changes to rates or any related processes. You'll still be required to use the ICBC Template line to ensure you are billing at the appropriate rate and material allowance.

New compliance rule flag

A new type of compliance flag, called Critical Failure, will be available when writing a Mitchell Cloud Estimate. The Critical Failure rule stops an estimate from being sent to ICBC if all required information is not entered into the system or if information is





inaccurate. Most often, it will apply to estimate lines that are not compatible with the payment system.

This update will help speed up payment processing time as all required information will be provided to ICBC upfront, reducing the need for ICBC to contact you to find missing or incompatible information.

Unknown odometer indicator

We're also adding the ability to list "unknown" for the odometer reading in Mitchell Connect.

This feature should only be used if you're unable to confirm the vehicle's kilometers at the time an estimate is written. If you're able to determine the kilometers after the estimate is submitted, you'll be required to update this information in Mitchell Connect.

UPDATES TO BODY MATERIAL ALLOWANCES POLICY

Earlier this year, we heard feedback indicating waiting for approval of specialty clips and adhesives is causing unnecessary delays to the supplement approval process. To address this concern, we're introducing updates to the [body repair material allowances policy](#). Updating the policy will help improve efficiencies, reduce review time and help get our mutual customers back on the road faster.

Effective May 2, 2023, updates will allow you to charge for additional materials without having to flag the REQUIRES REVIEW process when qualified for OE and/or equivalent AM parts. ICBC will allow you to charge out one time use, vehicle specific part(s) that are documented in OE procedures without waiting for approval. You'll also see updates to the charts in the policy to help clarify procedures.

Also as part of this update, you'll now be required to document the file with pictures, explanation line and message note supporting the use of additional materials. This documentation process aligns with the way we manage other policies and procedures. In the event of an audit, any claim without proper documentation to support the use of additional materials will be subject to a Quality Assurance (QA) review. You'll be required to use the ICBC Template line to add additional materials.

TEMPORARY CHANGE TO COLLISION REPAIR NETWORK LOCATOR

Until further notice, Collision Repair Participants who have submitted a Non-Drive Volume Delay Notification **will remain listed** in the Collision Repair Network Locator unless they have otherwise been removed from the list for performance-related reasons.

With the high volume of repair facilities submitting Non-Drive Volume Delay Notifications, customers are expressing frustration in trying to identify Collision Repair Program facilities. Likewise, repair facilities have reported that customers are under the impression that their repair facility is no longer part of the program as it is not listed on the locator.



WARRANTY CARDS NOW AVAILABLE ONLINE

For repair facilities who wish to use ICBC's Repair Network warranty card, we've [posted a revised version on the partners page](#) that can be downloaded and printed. This online version replaces warranty cards that were previously available for purchase through our Supplier Program and Administration team. This warranty card can now be used by both collision and glass repair facilities.

Questions? We're here to help. Please reach out to your [Account Service Representative](#).

Sincerely,

Alden Li,
Director, MD Claims Customer and MD Strategy