



June 4, 2026

Dear Glass Repair Program Participant,

I am writing to remind you to review and update your Entegral profiles, with particular attention to current technician information. Keeping technician records accurate is an important part of maintaining compliance with program requirements.

**Glass Repair Program participants performing work on ICBC claims [must ensure that the technicians listed in Entegral accurately reflect the individuals currently completing repairs at the facility](#).** This supports ICBC's ability to verify that participating facilities continue to meet program requirements for safe, proper, and compliant repairs.

Please confirm that all current technicians are listed correctly and that their qualifications or apprenticeship status are up to date. Outdated or incomplete information may affect compliance verification and could result in follow-up related to program administration.

If you have not recently reviewed your Entegral profile, please do so and make necessary updates as soon as possible. You can refer to the partners page [for information on how to update your profile](#). As a reminder, all technical personnel working on ICBC claims must hold the applicable British Columbia-recognized trade qualification or be a registered apprentice.

If you need additional support, reach out to your Account Services representative.

Sincerely,

**Christian Bishop**

Manager Supplier Programs and Administration

