



April 26, 2024

Attention: RV suppliers

RE: Process changes for ICBC RV claims

Dear ICBC supplier,

I'm writing to make you aware we are standardizing and streamlining our estimate submission process for ICBC RV claims. We are creating a designated estimating queue which will be managed by a centralized group of ICBC estimating staff throughout the province.

The intent of these changes is to process your requests more efficiently and better serve our mutual customers. By reducing the time it takes to resolve claims, we will make it easier to get people back on the road after a crash while also delivering on our commitment to move all British Columbians forward.

Beginning April 29, 2024, please send all ICBC RV claim estimates, supplement requests, and any necessary supporting documentation, such as photographs and all applicable invoices to: MDDocuments@icbc.com or directly to the estimator who is handling the claim. **Please note that these estimates should no longer be sent to your local ICBC claim centre road inbox for processing.**

Additionally, we are currently working on developing a base supplier tab on the Business Partners page. This will make it easier for us to communicate with our valued suppliers and outline policies and procedures specific to your industry.

If you have any questions, please don't hesitate to reach out to Patrick Neal directly at: patrick.neal@icbc.com.

Thank you for your continued support in providing our mutual customers with quality services.

Sincerely,

Kevin Walsh
Manager, Claims Programs

