



August 5, 2026

Hello everyone,

ICBC is introducing a new Towing Program as the next step in modernizing how ICBC works with our towing and storage suppliers. We will soon launch a program that combines updated processes, clear service expectations and digital tools. The new program will provide simpler and more efficient dispatch, photo capture and invoicing.

We plan to launch the new program in October and will use the upcoming weeks to help you prepare for changes. We recognize the program design is new for everyone and it will take time to become familiar with the material and have your questions answered. We ask that you please review the following:

- New [Towing and Storage Program Guide](#)
- New [Material damage direct billing terms](#)
- Learn more about the innovative new tow & storage desktop software and mobile application known as **Tow Suite**, delivered in partnership with IAA, on ICBC's [Towing Business Partner page](#).

Getting ready

We will hold a webinar on August 26 to show you how the new Tow Suite software works. The webinar will be recorded and made available on our [Business Partners page](#) for those who can't attend the live webinar. How-to guides and resource materials will also be offered.

After attending the August 26 webinar, you'll have a better understanding of the roles involved in managing a Tow Suite account. We'll then ask you to provide the contact information for the individual who will serve as your company's account administrator. That person will be assigned the Tow Manager role and will be able to create profiles for your drivers and dispatchers. Next steps and more details will be shared following the webinar.



To support the transition to Tow Suite, ICBC will pay towing and storage suppliers a system utilization allowance once the system is implemented and actively used. Additionally, updates will be made to the Towing and Storage Rate Payment Schedule to simplify invoicing. We'll share those details soon.

Stay tuned

More information will be shared in the coming weeks as we prepare for the October launch. The Towing Business Partner page will continue to be updated with the latest information and resources.

An email with more details will follow in the coming days. If you have questions in the meantime, please contact TowingPrograms@icbc.com.

Sincerely,

Gary Khakh

Towing and Storage Program Advisor