



building trust. driving confidence.

December 10, 2008

Attention: c.a.r. shop VALET facility

I am writing to inform you of changes to the way ICBC handles rental vehicles for customers with Loss of Use coverage.

ICBC recently completed a procurement process and as a result established contracts with Hertz Canada to provide rental vehicles to ICBC customers across the province, and Ron Ridley Rentals to provide rental vehicles to ICBC customers in Williams Lake.

The contracts are effective January 2, 2009 to April 30, 2012, with a possible two-year extension. Implementation will be phased in over six months. ICBC will begin referring customers to Hertz Canada and Ron Ridley Rentals as locations are ready and training is completed. Until then, it will be business as usual for rental vehicles for ICBC customers.

The Alternative Transportation System (ATS) will not be impacted as a result of these contracts. C.a.r. shop VALET facilities will continue to provide customers with alternative transportation, while their vehicle is being repaired. The annual provincial target for ATS utilization remains at 72 percent for c.a.r. shop VALET facilities.

Under ATS, if a shop cannot provide a customer with alternative transportation and the customer has access to coverage for expenses incurred in renting a replacement vehicle, ICBC manages the rental vehicles directly for the customer. Once these contracts are implemented, ICBC will manage those rental vehicles with Hertz Canada and Ron Ridley Rentals. We will communicate with you further on new procedures as we implement in your area.

I want to reassure you that ICBC remains committed to the Collision Repair Industry Agreement (CRIA) and working with the collision repair industry to provide hassle free claims service to our mutual customers. We believe these contacts will work well with ATS.

It is in the best interest of our customers to find ways to keep insurance rates low and stable. Our new approach to handling rental vehicles takes into account the large volume of rental vehicles routinely required by ICBC customers, provides the benefit of reduced prices and guarantees customers continue to receive the current high level of service.



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If you have any questions or concerns regarding ICBC's new approach to handling rental vehicles, feel free to contact me directly.

Kindest regards,

A handwritten signature in blue ink, appearing to read "Darcy Gorchynski", is centered below the text "Kindest regards,". The signature is fluid and cursive.

Darcy Gorchynski
ICBC Director, MD Services