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December 10, 2008

Attention: Glass Express Facility

I am writing to inform you of changes to the way ICBC handles rental cars 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 cars to ICBC customers across the province, and Ron Ridley Rentals to provide rental cars 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. Until then, it will be business as usual for rental vehicles for ICBC customers. We will communicate with you further on new procedures as we implement in your area. Once fully implemented, in situations where ICBC handles a rental vehicle directly for customers, we will work with Hertz Canada and Ron Ridley Rentals.

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.

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", with a stylized flourish extending to the right.

Darcy Gorchynski
ICBC Director, MD Services