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October 20, 2009

Attention: c.a.r. shop VALET suppliers serving Prince George and Kamloops

Update on ICBC's rental vehicle strategy

As you likely know, ICBC has signed agreements with Hertz Canada and Ron Ridley Rentals to provide rental vehicles to our customers. We have been working with these suppliers over the past few months on a phased-in implementation. Ron Ridley Rentals began taking referrals in Williams Lake the week of January 26, 2009. Hertz Canada began taking referrals in the Lower Mainland – Hope to West Vancouver – on April 16, 2009, and expanded to Vancouver Island and Kelowna on June 25, 2009, and to Terrace and Prince Rupert on July 23, 2009.

On October 22, 2009, Hertz Canada will begin taking referrals from customers in Prince George and Kamloops.

Customers are free to use any rental vehicle company they choose, but we recommend Hertz Canada. Some of the benefits of using Hertz Canada include:

- Reduced prices
- Unlimited kilometres
- Guaranteed vehicle availability for compact to full size cars
- Free customer drop-off and pick-up
- Customers will be contacted within one hour of the rental request.

For all rentals, Hertz will pick-up/drop-off vehicles at the location identified by the customer. Hertz Canada will manage rental vehicle assignments through their airport locations. Vehicles will also be staged in areas in close proximity to the downtown core. For contact information, please visit www.hertz.ca.

No changes for c.a.r. shop VALET facilities

I want to clarify that there have been no changes to how rental vehicles are handled in Prince George and Kamloops. Customers are free to use any rental company they choose and rental car companies with valid supplier numbers can continue to bill ICBC directly. c.a.r. shop VALET facilities that are unable to provide a courtesy vehicle to the customer through the Alternative Transportation Service (ATS) can refer the customer to any rental car company.

What I can tell you is that we remain committed to working with c.a.r. shop VALET facilities to provide customers with a hassle-free claims experience. And that Hertz Canada has a number of options available to shops to provide rental vehicles to your customers. Options



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available can include staging vehicles at your shop, or dropping off the vehicle at the customer's preferred location.

Because of the geographic challenges of outside the Lower Mainland, we are taking the appropriate time to ensure convenient Hertz Canada coverage for all customers. We feel it is important to implement in phases to ensure customers continue to receive rental vehicles seamlessly. I will keep you informed as we continue implementation of our agreement with Hertz Canada. 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".

Darcy Gorchynski
ICBC Director, MD Services