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November 16, 2009

Attention: Body/mechanical shops on Vancouver Island

Update on ICBC's rental vehicle strategy

On December 10, 2008, ICBC announced we reached agreements with Hertz Canada and Ron Ridley Rentals to provide rental vehicles to 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 over the past few months to include Kelowna, Terrace, Prince Rupert, Prince George, Kamloops and several communities on Vancouver Island (Duncan, Courtenay/Comox, Campbell River and Victoria).

This week, Hertz Canada will begin taking referrals in Nanaimo and the remaining Island communities. This will now allow Hertz to provide full coverage on Vancouver Island.

How to handle rentals for your customers on Vancouver Island

Starting November 19, 2009, when you refer a customer on Vancouver Island back to ICBC for a rental vehicle, we'll be recommending the customer use Hertz.

Some of the benefits of using Hertz include:

- Unlimited kilometres
- No additional fees (only government mandated fees and taxes apply)
- Guaranteed vehicle availability
- Free customer drop-off and pick-up
- Customers will be contacted within one business hour of the rental request.

Customer Choice

We recommend customers on Vancouver Island use Hertz, but customers can choose any rental vehicle company. ICBC will cover costs up to the [ICBC rate structures](#), which have been negotiated with Hertz Canada. ICBC has agreed to accept direct billing from rental car



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companies with a supplier number at the ICBC rate structures. Rental car companies that choose to charge other rates will be required to bill the customer directly.

We cannot predict what rates other rental suppliers may charge. Some may charge additional fees, such as drop-off fees, environmental fees and mileage. We are encouraging customers to ask about all charges and daily costs before signing the rental agreement.

It is in the best interest of our customers for ICBC to find ways to keep rates low and stable. Our new approach to handling rental vehicles was developed to take into account the volume of rental vehicles routinely required by ICBC customers, provide the benefit of reduced prices, and guarantee customers continue to receive the current high level of service.

ICBC remains committed to working with suppliers to provide customers with a hassle-free claims experience. 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