



building trust. driving confidence.

November 16, 2009

Attention: ICBC rental vehicle suppliers in Duncan, Victoria, Campbell River and Courtenay/Comox

Update on ICBC's Rental Vehicle Strategy

As you are aware, we have been implementing our agreement with Hertz Canada as our preferred rental vehicle provider over the past few months. We have taken a phased-in approach to ensure this change is seamless to customers. In June, Hertz Canada began taking referrals from customers in Duncan, Victoria, Campbell River and Courtenay/Comox. To complete our phased-in implementation on Vancouver Island, Hertz Canada will expand their service to customers in Nanaimo and the remaining Island communities on November 19, 2009.

Now that Hertz Canada is able to provide full coverage on the Island, we would like to take a minute to tell you about some of the changes affecting the direct billing procedures.

Change to direct billing on Vancouver Island

The new [ICBC rate structures](#) are now in place for all of Vancouver Island. These rate structures were negotiated through a competitive bid process. They were first shared in a [MD bulletin](#) on January 9, 2009 and have now been posted in the Rental section of the Partners pages at www.partners.icbc.com.

Customers can always choose any rental vehicle company; however, ICBC will only cover costs up to the ICBC rate structures. We will continue to accept direct billing on Vancouver Island from rental car companies with a supplier number, and at these new rates structures. Rental car companies that choose to charge other rates will be required to bill the customer directly. Any rental invoices submitted to ICBC at rates higher than the ICBC rate structures will be sent back to the supplier. Repeat non-compliance may jeopardize your supplier number.

ICBC puts customers first and constantly looks for ways to keep rates low and stable for them. Our new approach to handling rental vehicles was developed to provide customers with reduced prices at the current high level of service.



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ICBC remains committed to working with the Auto Rental Division (ARD) of the Automotive Retailers Association (ARA) to address any concerns the industry may have and 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