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November 16, 2009

Attention: ICBC rental vehicle suppliers in Nanaimo and remote communities on Vancouver Island

### **Update on ICBC's Rental Vehicle Strategy**

On December 10, 2008, I wrote to let you know that ICBC 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).

On November 19, 2009, 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.

### **Customer Choice**

Customers can always choose any rental vehicle company and ICBC will cover costs up to the [ICBC rate structures](#). These rate structures were negotiated through a competitive bid process. They were first shared in a [MD Bulletin](#) on January 9, 2009. They have now also been posted in the Rental section of the Partners pages at [www.partners.icbc.com](http://www.partners.icbc.com).

### **Direct billing on Vancouver Island**

Effective November 19, 2009, ICBC will continue to accept direct billing on Vancouver Island from rental car companies with a supplier number, and at the ICBC rate 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. Please note that repeat non-compliance may jeopardize your supplier number.



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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 the Auto Rental Division (ARD) of the Automotive Retailers Association (ARA) 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", with a stylized flourish extending to the right.

Darcy Gorchynski  
ICBC Director, MD Services