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November 16, 2009

Attention: c.a.r. shop VALET 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.

As previously announced, this agreement is separate from the Alternative Transportation Service (ATS) program and not intended to have any impact on it. Any independent arrangements that you may have with rental car companies in relation to those companies providing courtesy cars to you under the ATS program is a matter between you and those suppliers.

Changes to CL113F

Under ATS, if a shop cannot provide a customer with alternative transportation – up to a courtesy vehicle – and the customer has access to coverage for expenses incurred in renting a replacement vehicle, ICBC manages the rental vehicles directly for the customer. To ensure ICBC can effectively manage those rentals, shops are required to submit the updated CL113F. This is an existing process, but we have updated the form to reflect our agreements with Hertz Canada and Ron Ridley Rentals.

A sample of the updated CL113F has been posted on www.partners.icbc.com, under the Material Damage “What’s New” section. An electronic version is available in the [Express](#)



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[Repair Systems](#). Shops are required to complete this form every time they are unable to meet the customer's alternative transportation needs.

ICBC is now requiring shops to complete the updated CL113F a minimum of one ICBC business day before the ATS responsibility date. This is official notice of this procedure change on Vancouver Island, effective November 19, 2009. The Express Repair Program Guide has been revised to reflect the new procedure and is posted on www.partners.icbc.com.

How to handle rentals for your customers on Vancouver Island (excluding Powell River)

ICBC has an agreement with Hertz Canada which guarantees reduced prices and great service for customers, including benefits such as:

- 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.

If you'd like to provide a value added service to your customers by referring them to Hertz, simply submit the updated CL113F indicating "Express Repair Participant to arrange direct rental reservation with ICBC preferred rental supplier" and call Hertz. Contact information for all Hertz locations is available at www.hertz.ca, or for after-hours reservations call their toll-free 24/7 reservation line at 1-800-654-3131.

Otherwise, submit the updated CL113F indicating "ICBC to arrange direct rental reservation with ICBC's preferred rental supplier" and ICBC will contact the customer to arrange a rental vehicle.

Please refer to the MD Procedures Manual for further details outlining these procedures. A complete list of customer benefits from using Hertz is in the attached "Hertz Referral Guide," and is also posted under the Material Damage "What's New" section of www.partners.icbc.com.



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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 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 the Collision Repair Division (CRD) of the Automotive Retailers Association (ARA) and the New Car Dealers of BC 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