



building trust. driving confidence.

November 19, 2009

To Express Valet Shops.

As of September 2009, the Q3 updated industry material damage forecast target is \$2149. This is compared to the actual industry YTD severity of \$2138. Currently, Express Valet Shops as a whole are below target.

Each quarter the provincial MD forecast target is updated to reflect how efficiently industry is repairing vehicles. With the inclement weather upon us, the mix of business is likely to change and this will have an impact on the year-end target. To ensure our mutual success, it is important that everyone works diligently to perform efficient, safe, quality repairs and continue to deliver these excellent results.

Recently you will have received your individual shop KPI reports. By reviewing your individual KPI reports, you will be able to focus your efforts on those areas needing attention and improvement. If you have any questions at all, I encourage you to call your local MD Manager so that we can work collaboratively on ensuring you understand your KPI reports.

I will send out another update in the New Year to let you know how the Express Valet shops have performed in the entire 2009 measurement period and against the final year-end industry target.

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