



September 9, 2025

## **Hello Collision Repair Program Participants,**

I'm writing to let you know we're looking for new members to join the Collision Liaison Committee (Liaison Committee).

Collision Repair Program participants who are willing to volunteer their time and effort to help make continuous improvements to the Collision Repair Program are encouraged to consider representing industry.

### **Role of the Collision Liaison Committee**

ICBC established the Collision Liaison Committee to provide a forum for discussing technical expertise, developing operational and program recommendations related to the collision repair of ICBC-insured vehicles. The Liaison Committee supports our objectives to:

- Manage the expectations of our shared customers
- Enable a culture of continual improvement and change
- Assess and resolve outstanding issues with our stakeholders

The scope of discussion at the Liaison Committee meetings are limited to:

- Operational issues that affect the delivery of automotive services
- Policy or procedural issues that impact the delivery of automotive services
- System or training requirements that arise from enhancements to ICBC systems or operations
- Any matter pertaining to a specific business relationship between ICBC and suppliers

Please note, to comply with the *Competition Act*, we do not discuss compensation-related items at the Liaison Committee.

### **Time commitment**

Representatives will participate for a term of at least 24 months and no more than 36 months, following which time a request for new representatives will be initiated. The Liaison Committee will meet in person, in the Lower Mainland for a half day, during business hours, on a quarterly



basis. Meeting attendance via MS Teams will always be available. Attendance at all meetings is expected. New members will attend their first meeting in December 2025.

### Participant selection and expressing interest

In selecting participants, we look for members who will represent the diverse geographic and demographic needs of our facilities. Participants are selected for their expertise, ability to add value to the committee, and contribution to agendas and discussion topics. **Liaison Committee members must be in good standing under ICBC's Collision Repair Program Guide.**

If you are interested in representing industry on this committee, please send an email to [Shane.Loiselle@icbc.com](mailto:Shane.Loiselle@icbc.com) by **end of day September 26**, outlining how your experience, education and/or skills will contribute to the committee.

We will reach out to potential applicants by phone. Please note that only those selected for further consideration will be contacted.

ICBC appreciates the interest we continue to receive for committee participation. For those who have expressed interest in the past and were not selected or contacted due to the number of volunteer responses, we encourage you to consider responding to this request again.

If you have any questions, please contact Shane Loiselle at 604-785-3907 or email at [Shane.Loiselle@icbc.com](mailto:Shane.Loiselle@icbc.com).

I'm looking forward to hearing from you.

Regards,

**Shane Loiselle**  
**Manager, MD Program Services**