



June 5, 2025

Hello Collision Repair Program Participant,

I'm writing to let you know effective June 9, we're introducing a new Quality Assurance (QA) form. While the new QA form will still generate a score, it will not be counted towards your QA KPI, index score, or ranking.

QA forms that don't impact scoring will be noted as "Multi Factor Identification" as the QA type and contain the same questions as the current "Paid" QA form.

Multi Factor Identification QA's will be completed on estimates submitted for payment, replacing a portion of QA's that were completed on in-progress estimates. Although the scoring will not impact your rating, the review may identify estimate issues that will need to be adjusted. An ICBC representative will reach out in these instances.

Introducing the new QA is one of the ways we're continuing to find opportunities for more streamlined estimate processing.

If you have any questions, we're here to help. Please reach out to your Account Services representative for support.

Sincerely,

Shane Loiselle
Manager, MD Program Services

