



Dear everyone,

As you may recall from our consultations going back to 2023 and subsequent communications, ICBC is soon moving to a new online auction platform for its salvage sales, to modernize and improve the system for everyone. While we are transitioning this spring to the new salvage sales platform, rest assured ICBC employees will continue to manage the sales process.

To offer a more accessible and transparent market for our vehicles, ICBC is partnering with industry leader Impact Auto Auctions ([IAA](#)) to move to a global online auction platform. Your feedback has helped shape the system and the enhanced purchasing experience includes many features you asked for, and more:

- Open, transparent bidding process
- High quality photos
- Viewing options on both desktop and mobile device
- Enhanced search features
- Ability to create vehicle watch lists
- Convenient online payment

The first live ICBC auction will be coming soon. All the information you need will be available on IAA's online platform prior to the auction, with ICBC offerings clearly marked with our logo. You will be able to view the vehicles from the comfort of your office and conveniently pay online, so in-person visits to ICBC yards will no longer be necessary.

ICBC's Salvage Web will be retired. To help ease the transition to the new platform, IAA is waiving the first annual registration fee for all ICBC buyers. Buyers based in British Columbia will automatically receive a free year when they register. If you've already paid for this year's registration, your free year will be applied to next year's registration.* If you have any questions related to registration, please [email IAA](#).

[Register with IAA](#)

You will soon be hearing from IAA on how to participate in their auctions and set yourself up for success on their platform, and we will be emailing you to confirm the date of the first sale. Our towing suppliers are also being updated on these changes and notified that improvements to our towing operations will be coming following this round of changes to our salvage operations.

We are currently updating our [ICBC Salvage Buyers Business Partners page](#) with information, links and FAQs to support you so check it regularly. If you have questions in the meantime, you can [email us](#).

We're excited to share the new features and look forward to continuing our relationship giving new life to vehicles and parts that have seen a few bumps in the road.

Joanne Thornley



Joanne Thornley (she / her)
FCIP Sr. Manager,
Material Damage Operations

T 604-837-9414 (mobile)
E joanne.thornley@icbc.com
1575 Hartley Avenue
Coquitlam, British Columbia V3K 6Z7





*To register for an account, please go online to www.ca.iaai.com. This free registration promotion will allow you full access to buy where you meet province licensing requirements for 1 year. This offer is for new or existing IAA buyers, for a maximum of one (1) incentive available per person/business. New customers will receive one year of access—existing customers will receive their access and bidding privileges extended for one year total. Must provide a government-issued I.D. and business license if applicable. A \$200 auto renewal registration fee (or the then-current annual registration fee, subject to change) is required after 1 year to extend your buying privileges. The 1-year period starts from the day your account is activated. The promotion has no cash value and may not be exchanged or redeemed for cash payment. Offer is non-transferrable. Offer is subject to, and void where prohibited or restricted by, applicable law. All accounts and access thereto are conditioned upon and subject to IAA's Auction Rules, as well as IAA's Terms of Use and Privacy Policy (all available at www.ca.iaai.com). Expires: May 31st, 2025.