



Dear ICBC salvage buyers:

Thank you for your continued support during our transition to the new AuctionNow platform. Below is some information you might find helpful:

How you will receive your Salvage Web fee refund

If you paid for your 2025 sign-up fee for Salvage Web (ICBC's previous salvage system), you will receive a pro-rated refund for the portion of 2025 once ICBC switched to AuctionNow. Your refund is calculated based on the date fees were paid, the date the salvage platform became inaccessible and then prorated accordingly. More details on how your pro-rated refund is calculated with some examples are available on ICBC's [Salvage page](#).

Due to possible Canada Post service disruption, refund cheques sent by mail may be delayed. To receive your refund sooner, sign up for direct deposit by [completing this form](#) and sending it to [this email address](#) by June 13, 2025. If we don't receive your direct deposit registration by June 13, a cheque will be issued that will be held and mailed after the Canada Post labour action is resolved.

How to register your purchased salvage vehicle

A purchased salvage vehicle will be in ICBC's name until you transfer the vehicle's registration into your name. In British Columbia, you will need to visit an Autoplan insurance broker and provide your Bill of Sale to complete the transfer. Non B.C.-registered companies would have to inquire in their home jurisdiction about their registration process. Transfer of ownership must be completed before you can re-sell the vehicle. More information can be found on ICBC's Salvage page.

Thanks for coming with us on this journey as we all become comfortable with the new salvage system.

ICBC Salvage Services