

Vehicle Photo Package Requirements

Submit all required photographs as part of the vehicle photo package. If any photo cannot be taken—for example, if the odometer reading is unavailable, the hood cannot be opened, or the keys are not available—clearly note this in the body of your email response.

The photo package should include:

1. **Vehicle identification number (VIN)**
2. **All four corners of the vehicle**, including the badge showing model, trim, and license plate
3. **Damaged area(s)** - overall perspective of the vehicle
4. **Close-ups of the damaged area(s)**
5. **Unrelated damage**, if present
6. **Outside roof view**
7. **Vehicle with door open** (showing power windows and similar features)
8. **Odometer reading**
9. **Overall interior view**, including the dashboard
10. **Engine compartment**
11. **Confirmation that keys or key fobs are with the vehicle** and, where feasible, appropriately secured
12. **Other**: Free-form photo or notes as needed

Photo Quality Requirements

When capturing vehicle photographs for ICBC, ensure that the images meet the following standards:

Lighting: Photos must be taken in adequate lighting conditions. Bright, natural daylight is recommended and avoid dark or low-light environments.

Background: Select a location free from clutter, poor roadside conditions, or obstructive yard elements. Try to avoid fences, large debris, or other vehicles.

Framing: Allow sufficient space around the vehicle so the photo can be captured from a minimum distance of 4 feet away, with all required angles captured.

Weather: When taking photos in adverse weather conditions such as rain, snow, or fog, ensure the images remain clear and maintain visibility.

Image Clarity: Photos must be sharp and in focus. Blurry or pixelated images are not acceptable and will result in the photo package being re-requested.





Photo Submission Incentive Requirements

The Photo Submission Incentive is available once per claim for an ICBC photo request, in addition to the Vehicle Photos line item. To be eligible, the photo submission must:

- Be submitted within **48 hours** of the photo request
- Meet the **photo quality standards** outlined in this guide
- Include all items in the **photo package checklist**

Important: The incentive will not apply if ICBC must re-request the photo submission due to:

- Missing the 48-hour deadline
- Photo quality not meeting standards
- Incomplete photo package without explanation

In such cases, the Photo Submission Incentive **should not be included on the invoice**.

How To Submit Photos

Send the complete photo package by email to **towsupport@icbc.com**. Include the **claim number** in the subject line.

Email Submission Guidelines:

- **File Size Limit:** Each email must not exceed **39 MB**. If the email is too large, you will receive a delivery failure notification.
- **Multiple Emails:** If your photo package exceeds the size limit, split the photos into multiple emails.
- **Image Format:** Use **JPEG (JPG)** format for all images. This format compresses data and helps reduce file size.
- **Resizing Images:** If necessary, resize images to reduce file size while maintaining clarity.
- **Tip:** Check your email after sending to confirm successful delivery.

Example Photo Package



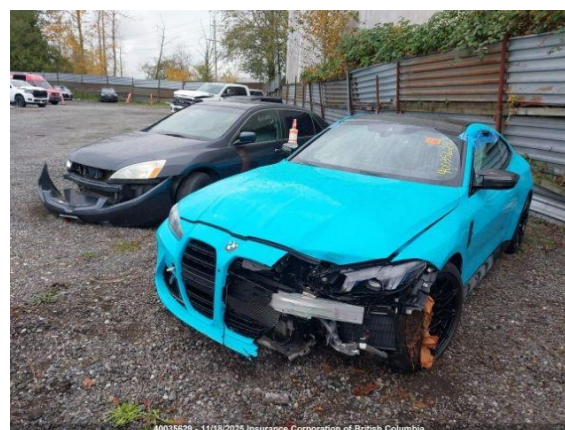
SAMPLE VIN (LOCATION DASH)



SAMPLE VIN (LOCATION DOOR)



FRONT LEFT



FRONT RIGHT



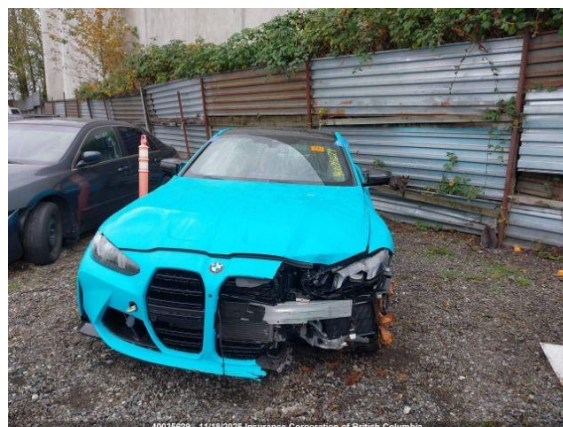
BACK RIGHT



BACK LEFT



CLOSE UP DAMAGE



ENGINE BAY - CANNOT BE ACCESSED



ENGINE COMPARTMENT



ROOF



INTERIOR 1



INTERIOR 2



DASH/ODOMETER (READING)



DASH/ODOMETER (NO READING)



KEYS



KEYS 2