February 18, 2022

Attn: Collision Repair Program Participants

RE: Upcoming Estimate Procurement

Hello Collision Repair Partners,

As part of our commitment to develop operational efficiencies and keeping you informed of program developments, I am writing to let you know about upcoming initiatives that will be of interest to you and your business. These initiatives deliver on our corporate strategy of being smart and efficient for our teams and demonstrate the value that you, our collision repair industry partners, provide to us and our mutual customers.

Tomorrow, we will be posting a Negotiated Request for Proposal (NRFP) for Claims MD Analysis Solution on BC Bid. The procurement will outline our requirements for a vendor to provide Artificial Intelligence (AI) solutions that will help create efficiencies related to vehicle damage estimates for the large volume of claims handled at your collision repair facilities and ICBC facilities.

This procurement is a continuation of our investment in modernizing our material damage programs. AI-related solutions will be used to supplement our current claims governance model and claims estimating software, which will allow us to improve the quality and consistency of the estimate submission and review process.
While we are only at the beginning stages of this work with many details still to come, we know there will be benefits for our valued collision repair industry partners. AI will be used in a number of steps in the estimating process:

- Reviewing paid estimates for accuracy and consistency
- Acceleration of total loss determinations and decisions

These changes will help create consistency for our business partners and staff.
We will continue to provide updates as they become available.

We value you, our business partners, and your commitment to providing our mutual customers with safe, quality services.

If you have any questions, please email us.

Sincerely,

Deanna Richardson
Director, Claims Operations

Alden Li
Director, Claims Customer and Material Damage Strategy