



September 17, 2026

Dear Towing & Storage partner,

Last month, we shared plans to launch a new Towing & Storage Program and software solution in October 2026. We are writing to provide an important update on that timeline.

During development and testing, we identified areas that would benefit from additional refinement before implementation. To support a smooth and successful rollout, we have adjusted the launch timeline to allow additional time for testing, training, and readiness activities.

This additional time will help ensure the solution delivers the quality, reliability, and performance our towing industry partners expect. We appreciate your continued partnership and patience as we complete this work and prepare for implementation.

We are working toward a revised launch date and will share further updates by email as soon as possible. Keep an eye on [ICBC's Towing Page](#) and [FAQs](#) for more information as it becomes available.

We sincerely appreciate your continued support and partnership. If you have any questions, please do not hesitate to [contact us](#).

Thank you for your understanding.

Sincerely,

Gary Khakh

Towing and Storage Program Advisor

