



August 21, 2023

Attn: Glass Repair industry

RE: Glass Repair Program Redesign

Dear Glass Repair Program participants,

I'm writing to provide an update to the July 18, 2023 email regarding changes we're making to the Glass Repair Program.

As previously communicated, we'll be moving away from Glass Shared Benefits and launching a Glass Repair Program redesign later this fall. The Glass Repair Program redesign will come into effect on October 1, 2023, and the performance measurement period will be for one year (October 1 – September 30, 2024).

Under the Glass Repair Program redesign, the tiering model will change from scoring and ranking based on KPIs and relative regional performance to a tiering model that is based solely on the windshield repair ratio, which will be a fixed performance target. Glass Repair Program participants who achieve a windshield repair ratio at or above 35% will qualify for Tier 1 status. I'm happy to share there is no limit to the number of glass repair facilities that can qualify for Tier 1 status under the Glass Repair Program redesign.

The Tier 2 minimum windshield repair ratio threshold will remain at 10%.

Glass Repair Program participants who achieve Tier 1 status based upon their performance during the measurement period of October 1, 2023 – September 30, 2024 will receive a rebate of 2% of their NAGS glass part billings and an additional payment of 50% of their windshield repair billings submitted to ICBC during the measurement period.

Tier 1 Glass Repair Program participants will also see a reduction in the required administrative work for the following year's performance measurement period.



Glass Repair Program participants will maintain their current tier status for the initial measurement period, until September 30, 2024.

To provide support during this transition, webinars are scheduled for later this month and in early September to ensure you're prepared for the upcoming program redesign and to answer any questions you may have.

Please find below the calendar of webinar dates and times. Please note, attendance will be limited to a maximum of 100 people per session so early registration is encouraged.

Please click on your preferred date below to complete the registration form. After registering, you'll receive a confirmation email containing information about the Zoom webinar you've selected.

[August 29, 2023 - 10:00 AM - 11:00 AM](#)

[August 29, 2023 - 2:00 PM - 3:00 PM](#)

[August 30, 2023 - 10:00 AM - 11:00 AM](#)

[August 30, 2023 - 2:00 PM - 3:00 PM](#)

[September 12, 2023 - 10:00 AM - 11:00 AM](#)

[September 12, 2023 - 2:00 PM - 3:00 PM](#)

If you have any questions, we're here to help. Please reach out to your Account Services representative for support.

Sincerely,

Jamie Nunn
Manager, MD program services