ICBC Glass Claim Information

Bring your claim number to the glass facility when you go to have the glass work completed. Your claim is valid only in British Columbia for 2 years from the date of loss and is not transferable.

Notice to Customer: Ask your glass facility if they have an ICBC supplier number ("ICBC Supplier"). ICBC Suppliers will bill ICBC directly for the work completed. If you choose a glass facility that is not an ICBC Supplier (a “Non-Supplier”), you will have to pay the facility directly and submit your invoice to ICBC for reimbursement consideration.

How your claim is handled depends on the type of work required, and the type of glass facility you choose.

WORK REQUIRED

If an entire piece of glass is being replaced, including windshield replacement, service can be performed at either of the facilities listed below.

If your windshield is only being repaired, the repair must be performed at an approved ICBC Glass Repair facility. (ICBC supplier)

TYPE OF GLASS FACILITY

A: GLASS REPAIR

Glass Repair facilities are also ICBC Suppliers. If you take your vehicle to an ICBC Glass Repair facility, the facility:

- processes your claim;
- repairs the windshield if applicable, or
- replaces the glass, ensure all parts are installed, and all labour operations are performed;
- collects the deductible and any taxes payable from you (if applicable)
- requests that you sign the bottom of the claim form, and
- provides a limited glass replacement warranty.

B: “NON-SUPPLIER”

Customers attending a Non-Supplier must pay the glass facility in full and then submit the invoice to ICBC for reimbursement consideration. ICBC does not pay Non-Suppliers directly.

If you take your vehicle to a Non-Supplier for glass work, you must:

- provide authorization to the facility to work on your vehicle
- pay the shop directly for the total amount of the invoice
- submit the following documentation to provincialglasssupport@icbc.com, including
  - facility receipt/invoice indicating the
  - parts that have been replaced, including part numbers, and
  - labour amount billed, including any additional fees and the total amount paid
  - original copies of the parts and services invoices from the facility’s suppliers, verifying the parts installed
  - copy of successful calibration of ADAS equipment, if billed for calibration, including
  - vehicle identification number (VIN), and
  - proof of payment for the invoice, such as cancelled cheque or credit card receipt.
- photos of the
- close up of the damage
- complete front of the vehicle displaying the windshield and license plate
- VIN
- windshield part number, commonly found on the bottom corner of the glass, and
- completed glass replacement.

If your claim is approved, a cheque is issued in your name and sent to your mailing address **within 30 days** for the approved amount, less your deductible and any taxes payable by you.

ICBC does **not** issue a cheque payable jointly to you and the facility. ICBC reimburses at posted non-supplier labour rates and posted NAGS discount. ICBC contacts you if there are adjustments to the amount reimbursed. Failure to provide the required documentation may delay the processing of your claim.

Important Notice

- ICBC will not reimburse a customer for more than the customer actually paid (less deductible, as applicable)
- It is an offense to submit a false or misleading claim to ICBC, including a false statement as to the amount paid by a customer to a Non-Supplier for work completed to the customer’s vehicle: Insurance (Vehicle) Act, RSBC 1996, c.231, s.42.1.

If you have any questions regarding the glass claim handling process, leave a message with our Provincial Glass Operations office at 604-777-4644, or toll-free at 1-800-406-0032.