



Insurance Corporation of British Columbia

Year Ended: December 31, 2012

Statements and Schedules of Financial Information

table of contents

statement of financial information approval	1
management's responsibility for financial statements	2
actuary's report	3
independent auditor's report	4
consolidated statement of financial position	5
consolidated statement of comprehensive income	6
consolidated statement of changes in equity	7
consolidated statement of cash flows	8
notes to consolidated financial statements	9
corporate governance	48
schedule of guarantees & indemnities	51
schedule of debts	52
financial information reconciliation	53
remuneration and expenses paid to employees	54
remuneration and expenses paid to members of the board of directors	67
amounts paid to suppliers for goods and services	68

statement of financial information approval

The undersigned represents the Board of Directors of the Insurance Corporation of British Columbia and approves the information contained in the Statements and Schedules of Financial Information prepared in accordance with the Financial Information Act.

A handwritten signature in black ink, appearing to be 'Paul Taylor', with a long horizontal line extending to the right.

Paul Taylor
Chair of the Board of Directors

June 14, 2013

management's responsibility for financial statements

Scope of Responsibility

Management prepares the accompanying consolidated financial statements and related information and is responsible for their integrity and objectivity. The statements are prepared in conformity with International Financial Reporting Standards. These consolidated financial statements include amounts that are based on management's estimates and judgements, particularly our reserves for unpaid claims. We believe that these statements present fairly ICBC's financial position, results of operations, and cash flows, and that the other information contained in the annual report is consistent with the consolidated financial statements.

Internal Controls

We maintain and rely on a system of internal accounting controls designed to provide reasonable assurance that assets are safeguarded and transactions are properly authorized and recorded. The system includes written policies and procedures, an organizational structure that segregates duties, and a comprehensive program of periodic audits by the internal auditors, who independently review and evaluate these controls. There is a quarterly risk assessment process, the results of which influence the development of the internal audit program. We continually monitor these internal accounting controls, modifying and improving them as business conditions and operations change. Policies that require employees to maintain the highest ethical standards have also been instituted. We recognize the inherent limitations in all control systems and believe our systems provide an appropriate balance between costs and benefits desired. We believe our systems of internal accounting controls provide reasonable assurance that errors or irregularities that would be material to the financial statements are prevented or detected in the normal course of business.

Board of Directors and Audit Committee

The Audit Committee, composed of members of the Board of Directors, oversees management's discharge of its financial reporting responsibilities. The Committee recommends for approval to the Board of Directors the appointment of the external auditors and the external actuaries. The Committee meets no less than quarterly with management, our internal auditors, and representatives of our external auditors to discuss auditing, financial reporting and internal control matters. The Audit Committee receives regular reports on the internal audit results and evaluation of internal control systems and it reviews and approves major accounting policies including alternatives and potential key management estimates or judgements. Both internal and external auditors have access to the Audit Committee without management's presence. The Audit Committee has reviewed these financial statements prior to recommending approval by the Board of Directors. The Board of Directors has reviewed and approved the financial statements.

Independent Auditor and Actuary

Our independent auditor, PricewaterhouseCoopers LLP, have audited the financial statements. Their audit was conducted in accordance with Canadian generally accepted auditing standards, which includes the consideration of our internal controls to the extent necessary to form an independent opinion on the financial statements prepared by management.

Eckler Ltd. is engaged as the appointed actuary and is responsible for carrying out an annual valuation of ICBC's policy liabilities which include a provision for claims and claims expenses, unearned premiums and deferred premium acquisition costs. The valuation is carried out in accordance with accepted actuarial practice and regulatory requirements. In performing the evaluation, the actuary makes assumptions as to the future rates of claims frequency and severity, inflation, reinsurance recoveries, and expenses taking into consideration the circumstances of ICBC and the insurance policies in force. The actuary, in his verification of the underlying data used in the valuation, also makes use of the work of the external auditor.

Eckler Ltd. meets at least two times a year with PricewaterhouseCoopers' valuation actuaries and ICBC's management to discuss business developments, changes in claims processing and claims trends. These discussions assist the independent parties in developing expectations around and assessing management's estimate of the claims provision.



Mark Blucher
Interim President and Chief Executive Officer

April 15, 2013



Geri Prior
Chief Financial Officer

April 15, 2013

actuary's report

I have valued the policy liabilities in the consolidated statement of financial position of the Insurance Corporation of British Columbia as at December 31, 2012 and their changes in its consolidated statement of comprehensive income for the year then ended in accordance with accepted actuarial practice in Canada, including selection of appropriate assumptions and methods.

In my opinion, the amount of the policy liabilities makes appropriate provision for all policy obligations, and the consolidated financial statements fairly present the results of the valuation.



William T. Weiland

Fellow, Canadian Institute of Actuaries
Eckler Ltd.

Vancouver, British Columbia
April 15, 2013

independent auditor's report

**Minister of Transportation and Infrastructure
Members of the Board of Directors for the Insurance Corporation of British Columbia
Province of British Columbia**

We have audited the accompanying consolidated financial statements of the Insurance Corporation of British Columbia and its subsidiaries, which comprise the consolidated statement of financial position as at December 31, 2012 and the consolidated statements of comprehensive income, changes in equity, and cash flows for the year ended December 31, 2012, and the related notes, which comprise a summary of significant accounting policies and other explanatory information.

Management's responsibility for the consolidated financial statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with International Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Insurance Corporation of British Columbia and its subsidiaries as at December 31, 2012 and their financial performance and their cash flows for the year then ended in accordance with International Financial Reporting Standards.

PricewaterhouseCoopers LLP

Chartered Accountants

Vancouver, British Columbia

April 15, 2013

Consolidated Statement of Financial Position

As at December 31

(\$ THOUSANDS)	2012	2011
Assets		
Cash and cash equivalents	\$ 32,463	\$ 23,844
Accrued interest	36,765	39,800
Financial investments (note 5)	11,671,237	10,969,366
Premiums and other receivables (note 8)	1,119,864	1,092,604
Reinsurance assets (note 8)	7,486	691
Investment properties (note 5)	601,712	483,028
Property and equipment (note 10)	130,284	134,260
Intangible assets (note 11)	106,508	55,076
Deferred premium acquisition costs and prepaids (note 17)	143,413	129,464
	\$ 13,849,732	\$ 12,928,133
Liabilities and Equity		
Liabilities		
Cheques outstanding	\$ 43,243	\$ 55,512
Accounts payable and accrued charges	264,671	228,807
Excess Optional capital payable to Province of BC (note 18)	–	101,386
Bond repurchase agreements and investment-related liabilities (note 7)	1,062,826	986,530
Premiums and fees received in advance	60,615	60,406
Unearned premiums (note 13)	1,861,317	1,762,626
Pension and post-retirement benefits (note 15)	307,804	313,673
Provision for unpaid claims (note 12)	7,001,939	6,492,719
	10,602,415	10,001,659
Equity		
Retained earnings	2,893,299	2,654,079
Other components of equity	354,018	272,395
	3,247,317	2,926,474
	\$ 13,849,732	\$ 12,928,133

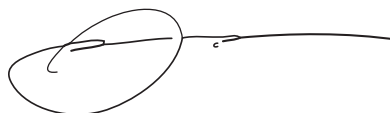
Contingent liabilities and commitments (Note 21)

The accompanying notes are an integral part of these consolidated financial statements.

Approved by the Board



Paul Taylor
Chair of the Board of Directors



William Davidson
Director

Consolidated Statement of Comprehensive Income

For the year ended December 31

(\$ THOUSANDS)	2012	2011
Premiums written		
Premium revenue – vehicle	\$ 3,894,135	\$ 3,676,747
Premiums ceded to reinsurers – vehicle	(8,880)	(9,005)
Net premium revenue – vehicle	3,885,255	3,667,742
Premium revenue – driver	24,822	25,094
	<u>3,910,077</u>	<u>3,692,836</u>
Revenues		
Premiums earned		
Premiums revenue – vehicle	3,795,245	3,658,261
Premiums ceded to reinsurers – vehicle	(8,880)	(9,005)
Net premium revenue – vehicle	3,786,365	3,649,256
Premium revenue – driver	25,021	23,954
	<u>3,811,386</u>	<u>3,673,210</u>
Service fees	53,797	50,352
Total earned revenues	<u>3,865,183</u>	<u>3,723,562</u>
Claims and operating costs		
Provision for claims occurring in the current year (note 12)	3,022,699	2,880,130
Change in estimates for losses occurring in prior years (note 12)	(69,234)	(14,392)
Net claims incurred (note 12)	2,953,465	2,865,738
Claims services (note 16)	257,136	262,247
Road safety and loss management services (note 16)	56,014	58,578
	<u>3,266,615</u>	<u>3,186,563</u>
Operating costs – insurance (note 16)	187,864	208,285
Premium taxes and commissions – insurance (note 16 & 17)	463,041	517,361
	<u>3,917,520</u>	<u>3,912,209</u>
Underwriting loss	(52,337)	(188,647)
Investment income (note 9)	443,126	441,480
Restructuring costs (note 16 & 19)	24,968	–
Income – insurance operations	<u>365,821</u>	<u>252,833</u>
Non-insurance operations		
Provincial licences and fines revenue (note 18)	550,776	550,383
Licences and fines transferable to the Province of BC (note 18)	550,776	550,383
Operating costs – non-insurance (note 16)	89,254	86,400
Commissions – non-insurance (note 16 & 17)	28,011	26,292
	<u>668,041</u>	<u>663,075</u>
Loss – non-insurance operations	(117,265)	(112,692)
Net income	<u>\$ 248,556</u>	<u>\$ 140,141</u>
Other comprehensive income		
Net change in available for sale financial assets	\$ 81,623	\$ (243,328)
Pension and post-retirement benefits actuarial loss (note 15)	(9,336)	(68,040)
	<u>72,287</u>	<u>(311,368)</u>
Total comprehensive income	<u>\$ 320,843</u>	<u>\$ (171,227)</u>

The accompanying notes are an integral part of these consolidated financial statements.

Consolidated Statement of Changes in Equity

For the year ended December 31

(\$ THOUSANDS)	2012		
	Retained Earnings	Other Components of Equity	Total Equity
Balance, beginning of year	\$ 2,654,079	\$ 272,395	\$ 2,926,474
Comprehensive income			
Net income	248,556	–	248,556
Other comprehensive income			
Net gains reclassified to investment income	–	(124,089)	(124,089)
Net gains arising on available for sale financial assets in the year	–	205,712	205,712
Pension and post-retirement benefits actuarial loss (note 15)	(9,336)	–	(9,336)
Total other comprehensive income	(9,336)	81,623	72,287
Total comprehensive income	239,220	81,623	320,843
Balance, end of year	\$ 2,893,299	\$ 354,018	\$ 3,247,317

(\$ THOUSANDS)	2011		
	Retained Earnings	Other Components of Equity	Total Equity
Balance, beginning of year	\$ 2,683,364	\$ 515,723	\$ 3,199,087
Comprehensive income			
Net income	140,141	–	140,141
Other comprehensive income			
Net gains reclassified to investment income	–	(148,055)	(148,055)
Net losses arising on available for sale financial assets in the year	–	(95,273)	(95,273)
Pension and post-retirement benefits actuarial loss (note 15)	(68,040)	–	(68,040)
Total other comprehensive income	(68,040)	(243,328)	(311,368)
Total comprehensive income	72,101	(243,328)	(171,227)
Excess Optional capital transfer to Province of BC (note 18)	(101,386)	–	(101,386)
Balance, end of year	\$ 2,654,079	\$ 272,395	\$ 2,926,474

The accompanying notes are an integral part of these consolidated financial statements.

Consolidated Statement of Cash Flows

For the year ended December 31

(\$ THOUSANDS)	2012	2011
Cash flow from operating activities		
Cash received for:		
Vehicle premiums and others	\$ 3,883,393	\$ 3,690,687
Licence fees	522,057	514,409
Taxes on vehicle sales and rebates	183,205	186,879
	<hr/>	<hr/>
Collection for receivables, subrogation, and driver penalty point premiums	4,588,655	4,391,975
Reinsurance recoveries	171,014	170,089
Salvage sales	1,423	731
Interest	63,079	64,106
Dividends and other investment income	256,960	295,031
Other	65,799	61,636
	11	29
	<hr/>	<hr/>
	5,146,941	4,983,597
Cash paid to:		
Claimants or third parties on behalf of claimants	(2,604,592)	(2,698,137)
Federal Government and the Province of BC for licence fees, fines, and taxes collected	(693,462)	(674,765)
Reinsurers for reinsurance premiums	(8,819)	(9,114)
Suppliers of goods and services	(206,326)	(223,192)
Employees for salaries and benefits	(454,666)	(466,198)
Agents for commissions	(332,259)	(325,026)
Province of BC for premium taxes	(164,674)	(165,114)
	<hr/>	<hr/>
	(4,464,798)	(4,561,546)
	<hr/>	<hr/>
Cash flow from operating activities	682,143	422,051
Cash flow used in investing activities		
Purchase of financial investments and investment properties	(8,777,497)	(8,354,025)
Proceeds from sales of financial investments and investment properties	8,226,293	8,283,536
Net securities sold under repurchase agreements	59,346	15,363
Purchase of property, equipment and intangibles	(69,415)	(86,833)
Proceeds from sales of property, equipment and intangibles	1,404	871
	<hr/>	<hr/>
Cash flow used in investing activities	(559,869)	(141,088)
Cash flow used in financing activities		
Excess Optional capital transferred to Province of BC (note 18)	(101,386)	(275,712)
	<hr/>	<hr/>
Cash flow used in financing activities	(101,386)	(275,712)
Increase in cash and cash equivalents during the year		
	20,888	5,251
Cash and cash equivalents, beginning of year	(31,668)	(36,919)
	<hr/>	<hr/>
Cash and cash equivalents, end of year	\$ (10,780)	\$ (31,668)
Represented by:		
Cash (note 6)	\$ 32,463	\$ 23,844
Cheques outstanding	(43,243)	(55,512)
	<hr/>	<hr/>
Cash and cash equivalents, net	\$ (10,780)	\$ (31,668)

The accompanying notes are an integral part of these consolidated financial statements.

Notes to Consolidated Financial Statements

For the year ended December 31, 2012

1. Corporate Information

The Insurance Corporation of British Columbia (the Corporation) is a Crown corporation, not subject to income taxes under the *Income Tax Act (Canada)*, incorporated in 1973 and continued under the *Insurance Corporation Act, R.S.B.C. 1996 Chapter 228*. The head office of the Corporation is 151 West Esplanade, North Vancouver, British Columbia. The Corporation operates and administers plans of universal compulsory automobile insurance and optional automobile insurance as set out under the *Insurance (Vehicle) Act*, and is also responsible for non-insurance services under the *Insurance Corporation Act* and the *Motor Vehicle Act*. Non-insurance services include driver licensing, vehicle registration and licensing, violation ticket administration and government fines collection. As a result of amendments to the *Insurance Corporation Act* in 2003, the Corporation is subject to regulation by the British Columbia Utilities Commission (BCUC) with respect to universal compulsory automobile insurance rates and services (note 22).

Universal compulsory automobile insurance (Basic) includes the following coverages: \$200,000 third party liability protection (higher for some commercial vehicles), access to accident benefits including a maximum of \$150,000 for medical and rehabilitation expenses and up to \$300 per week for wage loss, \$1,000,000 underinsured motorist protection, and also protection against uninsured and unidentified motorists within and outside the Province of BC. The Corporation also offers insurance in a competitive environment (Optional), which includes, but is not limited to, the following coverages: extended third party liability, comprehensive, collision, and loss of use. The Corporation's Basic and Optional insurance products are distributed by approximately 900 independent brokers located throughout the Province of BC. The Corporation has the power and capacity to act as an insurer and reinsurer in all classes of insurance; however, the Corporation currently only acts as a primary automobile insurer.

These consolidated financial statements have been authorized for issue by the Board of Directors on April 15, 2013.

2. Summary of Significant Accounting Policies

The significant accounting policies applied in preparation of these consolidated financial statements are set out below. They have been prepared under the historical cost convention, as modified by the revaluation of financial assets at fair value. These policies have been consistently applied to all years presented, unless otherwise stated.

a) Basis of reporting

The consolidated financial statements of the Corporation have been prepared in accordance with the International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB) and required by the *Budget Transparency and Accountability Act*. The consolidated financial statements include the accounts of the Corporation and its wholly-owned subsidiary companies. The Corporation's reporting currency and functional currency of all of its operations is the Canadian dollar, unless otherwise stated.

The Corporation reports revenues and expenses attributable to Basic insurance separately from the other operations of the Corporation (note 22). The Corporation presents investment income separately from underwriting results as this reflects how the business operations are managed and provides more relevant, reliable, comparable and understandable information of these consolidated financial statements and reflects the Corporation's results from underwriting activities and investment activities. The Corporation also provides a number of non-insurance services on behalf of the Province of BC. The costs associated with these non-insurance activities are borne by the Corporation. The amounts collected and remitted as well as the related costs are accounted for and disclosed separately in the consolidated statement of comprehensive income for greater transparency.

The preparation of consolidated financial statements in conformity with IFRS requires the use of certain critical accounting estimates. It also requires management to exercise its judgment in the process of applying the Corporation's accounting policies. The areas involving a higher degree of judgment or complexity, or areas where assumptions and estimates are significant to the consolidated financial statements are disclosed in note 3.

b) Basis of consolidation

The Corporation consolidates the financial statements of all subsidiary companies over which it has control. Control is achieved where the Corporation has the power to govern the financial and operating policies of an entity so as to obtain

benefits from its activities. Subsidiaries are fully consolidated from the date on which control is transferred to the Corporation. All but one of the Corporation's investment properties are held individually in fully owned nominee holding companies. The Corporation does not have any other active operating subsidiary companies. All inter-company transactions and balances are eliminated.

c) Service fees

Service fees on the Corporation's Payment Plan are recognized monthly over the term of the policy. For six or twelve month term Autoplan policies, the Corporation's Payment Plan enables customers to make monthly or quarterly payments. The related interest bearing receivables are carried at amortized cost as determined using the effective interest rate.

d) Insurance contracts

The Corporation issues insurance contracts that transfer insurance risk which results in the possibility of having to pay benefits on the occurrence of an insured event. The Corporation accounts for insurance contracts as follows:

Premiums earned

The Corporation recognizes vehicle premiums on a straight-line basis over the term of each vehicle policy written. The driver premiums are earned over twelve months. Unearned premiums are the portion of premiums relating to the unexpired term, net of any premium refunds.

Deferred premium acquisition costs

To the extent premium acquisition costs such as commissions and premium taxes are recoverable from unearned premiums, they are deferred and amortized to income over the term of the related policies. An actuarial evaluation is performed to determine the amount allowable for deferral. The method followed in determining the deferred costs limits the amount of the deferral to the amount recoverable from unearned premiums derived from each of the Basic and Optional coverages, after giving consideration to the investment income, claims costs, and adjustment expenses expected to be incurred as the premiums are earned. A premium deficiency exists when future claims and related expenses are expected to exceed unearned premiums. Premium deficiencies are recognized first by writing down the deferred premium acquisition costs with any remaining premium deficiency recognized as a liability. The Corporation presents deferred premium acquisition costs and any premium deficiency reserves from Basic and Optional coverage on a net corporate basis in the consolidated statement of financial position.

Provision for unpaid claims

The provision for unpaid claims represents the estimated amounts required to settle all unpaid claims. It includes amounts for claims that are incurred but not reported (IBNR) plus development on known case reserves and loss adjustment expenses, and is gross of the recovery from reinsurance. The provision for unpaid claims is established according to accepted actuarial practice in Canada. It is carried on a discounted basis and therefore reflects the time value of money, and includes a provision for adverse deviations (PFAD).

As with any insurance company, the provision for unpaid claims is an estimate subject to volatility, which could be material in the near term. The estimation of claims development involves assessing the future behavior of claims, taking into consideration the consistency of the Corporation's claims handling procedures, the amount of information available, and historical delays in reporting claims. In general, the more time required for the settlement of a group of claims, the more variable the estimates will be. Variability can be caused by receipt of additional information, significant changes in the average cost or frequency of claims over time, significant changes in the Corporation's claims operations, the timing of claims payments, and future rates of investment return.

The ultimate cost of long settlement term claims is particularly challenging to predict for several reasons, which include some claims not being reported until many years after a policy term, or changes in the legal environment, case law or legislative amendments. The Corporation is subject to litigation arising in the normal course of conducting its insurance business, which is taken into account in establishing the provision for unpaid claims and other liabilities. Provisions for such liabilities are established by examining the facts of tendered claims and are adjusted in the aggregate for ultimate loss expectations based upon historical experience patterns, current socio-economic trends and structured settlements provided in the form of consistent periodic payments as opposed to lump sum payments.

To recognize the uncertainty in establishing best estimates, as set out in the Standards of Practice of the Canadian Institute of Actuaries, the Corporation includes a PFAD, consisting of three elements: an interest rate margin, a reinsurance margin and a claims development margin. The interest rate margin reduces the expected investment rate of return used for discounting to make allowance for i) asset liability mismatch risk, ii) uncertainty in the timing of claims settlement, and iii) credit risk within the investment portfolio. The reinsurance margin makes allowance for the collectability of recoverable amounts from reinsurers and is a reduction in the expected amount of reinsurance

recoverable. The claims development margin makes allowance for the various factors that can create greater uncertainty in the estimates of ultimate claims costs, including i) changes in the Corporation's operations (e.g. claims practices), ii) the underlying data upon which the unpaid claims estimates are based, and iii) the nature of the lines of business written. The claims development margin is a percentage of the unpaid claims gross of reinsurance, excluding the PFAD and is larger for injury lines that generally require more time for claims to settle and close.

The Corporation also assesses the adequacy of its insurance liabilities at the end of each reporting period to ensure that they are sufficient to cover expected future cash flows. All changes to the estimate since the end of the last reporting period are recorded in the current period as a Change in Estimates for Losses Occurring in Prior Years. Methods of estimation have been used which the Corporation believes produce reasonable results given current information.

Reinsurance

Reinsurance balances are presented separately on the consolidated statement of financial position to indicate the extent of credit risk related to reinsurance and its obligations to policyholders, and on the consolidated statement of comprehensive income to indicate the results of its retention of premium written.

The amount of reinsurance recoverable from reinsurers is recorded as an asset on the consolidated statement of financial position. A PFAD is included in the discounted amount recoverable from reinsurers. The PFAD is applied on a consistent basis with the underlying provision for unpaid claims and includes a reinsurance recovery portion that reflects considerations relating to potential collectability issues with reinsurers.

e) Cash and cash equivalents

Cash and cash equivalents are short-term, highly liquid investments that are subject to insignificant changes in fair value, including cash on hand, deposits with financial institutions that can be withdrawn without prior notice or penalty and money market securities with a term less than 90 days from the date of acquisition.

f) Investments

The Corporation designates its financial instruments as fair value through profit or loss (FVTPL), available for sale (AFS) or loans and receivables (loans) depending upon the purpose for which the financial assets were acquired. Monetary assets are assets that are to be received in a fixed or determinable number of units of currency. Monetary financial assets include bonds and non-monetary financial assets include equities. The Corporation's financial assets are accounted for based on their classification as follows:

Fair value through profit or loss

The Corporation's cash and cash equivalents (note 2e) are accounted for as FVTPL. A financial asset is classified in this category if it is acquired principally for the purpose of selling in the short-term.

FVTPL financial assets are recorded at fair value on initial recognition and for subsequent measurement. Transaction costs and changes in the fair value are recognized in investment income.

Available for sale

Non-derivative financial assets that are not classified as loans or FVTPL are accounted for as AFS. The Corporation has designated its money market securities with a term greater than 90 days from the date of acquisition, and its bond and equity portfolios as AFS.

AFS financial assets are recorded at fair value on initial recognition or the trade date and for subsequent measurement. Transaction costs are included in the initial carrying amount of the assets.

Changes in the fair value, other than foreign exchange changes, of an AFS financial asset are recorded in other comprehensive income (OCI), until the financial asset is disposed of or becomes impaired, at which time the gain or loss will be recognized in investment income. Changes in the fair value due to foreign exchange on a non-monetary AFS financial asset are recorded in OCI. Changes in fair value due to foreign exchange on a monetary AFS financial asset are recorded in investment income. Interest calculated using the effective interest method is accrued daily and recognized in investment income. Dividends are recognized in investment income when the right to receive payments is established on the ex-dividend date.

Loans and receivables

Loans are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. The Corporation has designated its mortgage portfolio and premiums and other receivables as loans.

Loans are recorded at fair value on initial recognition and subsequently measured at amortized cost. Transaction costs are included in the initial carrying amount of the assets.

Mortgages not traded in an active market are subsequently carried at amortized cost using the effective interest rate method. Impairment losses on mortgages are recognized in investment income.

Financial assets are derecognized when the rights to receive cash flows have expired or have been transferred along with substantially all the risks and rewards of ownership.

g) Translation of foreign currencies

Foreign currency transactions are translated at exchange rates at the date of the sale or purchase. Foreign currency assets and liabilities considered as monetary items are translated at exchange rates in effect at the year-end date. Foreign exchange gains and losses resulting from the settlement of such transactions and from the translation at year-end exchange rates of monetary assets and liabilities denominated in foreign currencies are recognized in investment income.

Translation differences on non-monetary AFS financial assets, such as equity securities, are recognized as part of the change in fair value in OCI until the security is disposed of or an impairment is recorded.

h) Fair value of financial assets

In accordance with IFRS 7 *Financial Instruments: Disclosures*, the Corporation defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Fair value measurement is classified as Level 1, 2 or 3 based on the degree to which fair value is observable:

- Level 1 inputs to the valuation methodology are quoted prices (unadjusted) in active markets for identical assets or liabilities.
- Level 2 inputs to the valuation methodology include inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3 inputs to the valuation methodology are not based on observable market data.

Where an active market does not exist, and quoted bid prices are unavailable, fair values are determined using valuation techniques that refer to observable market data. Where observable market data is unavailable, the estimated fair value is determined using valuation techniques.

The estimated fair value of money market securities greater than 90 days, which are not considered cash and cash equivalents, is cost. The estimated fair value for bonds and equities is based on quoted bid prices or on other observable market information, where available. The estimated fair value for mortgages is based upon the net present value of the payment stream using mortgage rates currently available.

These valuations are reviewed each reporting date by management.

i) Investment properties

Properties held for rental income or capital appreciation that are not occupied by the Corporation are classified as investment properties.

The estimated fair value of the Corporation's investment properties is based on independent appraisals by professionally qualified external valuers made during the year or on a combination of discounted cash flows using current market capitalization rates and the direct capitalization method. The estimated fair value as calculated using the direct capitalization method is determined by dividing the net operating income by the capitalization rate.

The Corporation has certain properties that serve dual purposes, investment and own-use portions. If the investment and own-use portions can be sold separately or leased out separately, the portions are accounted for separately. If the portions cannot be sold or leased separately, the property is investment property only if an insignificant portion is held for own-use in the supply of services or for administrative purposes. Where the portion held for own-use is significant then it would be treated as property and equipment.

Investment properties comprise land and buildings and are initially recognized at the fair value of the purchase consideration plus directly attributable costs. Subsequent to initial recognition, the investment properties are carried at cost less accumulated depreciation for the building portion and impairment, if any.

Depreciation is provided on a straight-line basis at 2.5% to 5.0% annually over the investment properties' useful life.

j) Investment-related liabilities

Investment-related liabilities include mortgage debt associated with investment properties (note 2i) and are initially recognized at fair value and subsequently measured at amortized cost.

k) Bond repurchase agreements

The Corporation participates in the sale and repurchase of Government of Canada and Provincial bonds which are sold and simultaneously agreed to be repurchased at a future date with the market repurchase rate determining the forward contract price. These sale and repurchase arrangements are accounted for as financial liabilities and are initially recognized at fair value and subsequently measured at cost. The difference between the sale price and the agreed repurchase price on a repurchase contract is recognized as interest expense. Assets transferred under repurchase agreements are not derecognized as substantially all the risks and rewards of ownership are retained by the Corporation and a liability equal to the consideration received has been recorded.

l) Accounts payable and accrued charges

Accounts payable and accrued charges are obligations to pay for goods and services that have been acquired in the ordinary course of business from suppliers. Accounts payable and accruals are recognized initially at fair value and subsequently measured at cost.

m) Restructuring costs

Restructuring costs are recognized when the Corporation has a present legal or constructive obligation as a result of past events, and it is probable that an outflow of resources will be required to settle the obligation and the amount can be reliably estimated. These costs are included in the accounts payable and accrued charges presented on the consolidated statement of financial position. Future operating losses are not recognized.

Where these amounts are due more than 12 months after the reporting date, they are measured at the present value of the expenditures expected to settle the obligation using a discount rate that reflects current market assessments of the time value of money and the risks specific to the obligation.

n) Pension and post-retirement benefits

The amounts recognized in net income in respect of defined benefit pension plans and post-retirement health benefits are as follows:

- The Corporation's portion of the current service costs;
- Interest costs;
- Expected return on plan assets;
- Past service costs; and
- Impact of any curtailment or settlements during the period.

The current service cost is equal to the present value of benefits earned by members during the period.

The interest costs are calculated using the discount rate at the beginning of the period and applied to the defined benefit obligations.

The expected return on plan assets is calculated using the expected long-term rate of return on plan assets and applied to the fair value of the assets.

Past service costs arise from plan amendments. Past service costs for vested plan benefits are recognized immediately in net income. Past service costs for non-vested plan benefits are recognized in net income on a straight-line basis over the remaining period of service until such benefits vest.

The changes in the defined benefit obligation and the changes in the fair value of plan assets that result from a curtailment or settlement of plan liabilities during the period are recognized in net income.

A plan's surplus is equal to the excess, if any, of the plan's assets over its obligation. For plans in surplus, an asset is recognized on the consolidated statement of financial position to the extent that the Corporation can realize an economic benefit, in the form of a refund or a reduction in future contributions, at some point during the life of the plan or when the plan liabilities are settled. For plans in deficit, the resulting net liability is recognized on the consolidated statement of financial position.

The value recognized on the consolidated statement of financial position for each defined benefit pension plan and for post-retirement benefits is calculated at the end of the reporting period as follows:

- The defined benefit obligation of the plan;
- Less any past service costs not yet recognized;
- Less the fair value of the plan assets out of which the obligations are to be settled directly; and
- Less the impact of any surplus derecognized.

The Corporation recognizes all actuarial gains and losses in OCI in the year in which they arise, through the consolidated statement of comprehensive income.

Certain current and former employees of the Corporation who were formerly employed in the Motor Vehicle Branch are members of a separate plan, the BC Public Service Pension Plan. This is a multi-employer defined benefit plan for which the Corporation applies defined contribution accounting. Since the BC Public Service Pension Plan pools risks amongst the current and former members of many employers, there is no consistent or reliable basis for allocating the Corporation's portion of the obligation, assets and costs. As a result, the Corporation expenses the contributions made. Contributions are subject to change in the future depending on the funded status of the plan.

o) Property and equipment

Property and equipment are initially recorded at fair value and subsequently measured at cost less accumulated depreciation and impairment losses. Cost includes expenditures that are directly attributable to the acquisition or construction of the items including retirement costs. Subsequent costs such as betterments are included in the asset only when it is probable that future economic benefits associated with the item will flow to the Corporation. All other subsequent expenditures are recognized as repairs and maintenance. Capitalized software that is an integral part of the equipment is accounted for as equipment.

Property and equipment is depreciated when it is available for use on a straight-line basis over the estimated useful life of each asset, taking into account the residual value, at the following annual rates:

- Buildings 5% to 10%
- Furniture and equipment 10% to 33%
- Leasehold improvements Term of the lease

The assets' residual values and useful lives are reviewed annually and adjusted if appropriate, at each reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and recorded in net income.

p) Intangible assets

Capitalized software that is not an integral part of the equipment is accounted for as an intangible asset. Software development costs, which are comprised of labour and material costs for design, construction, testing, and other costs directly attributable to bringing the asset to a condition where it can be applied in its intended use, are capitalized for major infrastructure projects expected to be of continuing benefit to the Corporation, or expensed where the potential future benefits are uncertain or not quantifiable.

Finite life intangible assets are initially recorded at fair value and subsequently carried at cost less accumulated amortization and impairment losses. Intangible assets with finite useful lives are amortized over their estimated useful lives when they are available for use on a straight-line basis at 10% – 33%, taking into account the residual value.

Indefinite life and not available for use intangible assets are not subject to amortization, but are assessed for indicators of impairment at each reporting date.

q) Impairment of assets

Impairment of financial assets

Financial assets not carried at FVTPL are assessed at each reporting date to determine if there is objective evidence of impairment such as deterioration in the financial health of the investee, industry and sector performance, changes in technology, financing and operational cash flows, and the significance of deterioration in the fair value of the asset

below cost. In addition, for equity investments a prolonged decline is also considered objective evidence of impairment. Where objective evidence of impairment exists and where material, an impairment loss will be recognized as follows:

- i. For AFS financial assets, the related unrealized loss charged to OCI is reclassified to investment income.
- ii. For loans and receivables, the related difference between the amortized cost carrying amount and the fair value, calculated as the present value of the estimated future cash flows, directly from the loan or the sale of collateral, discounted at the asset's original effective interest rate, is recognized in investment income.

If the fair value of a previously impaired monetary AFS financial asset or a financial asset measured at amortized cost increases and the increase can be objectively related to an event occurring after the impairment loss was recognized, the impairment loss is reversed in investment income. Impairment losses on non-monetary AFS financial assets such as equity securities are not reversed.

Impairment of non-financial assets

The Corporation's non-financial assets consist primarily of investment properties, property and equipment and intangible assets. An impairment review is carried out at the end of each reporting period to determine if there are any indicators of impairment. When indicators of impairment exist, the Corporation assesses the asset for impairment. Investment properties are assessed for impairment as separate and identifiable cash generating units, distinct from the other operations of the Corporation. All other assets are assessed as a group as their cash flows are generated from the operations of the Corporation. If an asset is impaired, the Corporation's carrying amount is written down to its estimated recoverable amount when material. Recoverable amount is the higher of fair value less costs to sell and value in use. Non-financial assets that suffered an impairment are reviewed for possible reversal of the impairment at each reporting date. If there is a change in estimate of the recoverable amount, an impairment loss is reversed to net income only to the extent that the asset's carrying value does not exceed the carrying value that would have been determined, net of depreciation, if no impairment loss had been recognized.

r) Leases

Leases in which a significant portion of the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases are charged to net income on the consolidated statement of comprehensive income on a straight-line basis over the period of the lease. Where substantially all of the risks and rewards have been transferred to the Corporation the lease is classified as a finance lease. In these cases an obligation and an asset are recognized based on the present value of the future minimum lease payments and balances are amortized over the lease term or useful life as applicable.

s) Current and non-current

Assets are classified as current when expected to be realized within one year. Liabilities are classified as current when expected to be settled within one year. All other assets and liabilities are classified as non-current.

3. Critical Accounting Estimates and Judgments

The Corporation makes estimates and judgments that affect the reported amounts of assets and liabilities. These are continually evaluated and based on historical experience and other facts, including expectations of future events that are believed to be reasonable under the circumstances. Management believes its estimates and judgments to be appropriate; however, actual results may be materially different and would be reflected in future periods.

Significant accounting estimates and judgments include:

a) Actuarial methods and assumptions

The Corporation typically employs three standard actuarial methods to analyze the ultimate claims costs:

- The incurred development method;
- The paid development method; and
- The Bornhuetter-Ferguson method.

These methods call for a review of historical loss and count development patterns. As part of this review, the Corporation calculates loss and count development factors, which represent the year-to-year changes in a given accident year's incurred loss amount. Based on an examination of the loss development factors, the Corporation's actuaries select their best estimate of development factors that forecast future loss development.

The loss and count development factors rely on a selected baseline. The baseline for the majority of the coverages is the average of the most recent four accident years. The use of a baseline helps maintain consistency in the loss and count development factors from one reserve review to another. Adjustments to the baseline selection are made when circumstances warrant a departure. Circumstances may include a change in the claims settlement environment, a change in the handling or reserving of claims, or an emerging trend in the statistical data used in the analysis.

The timing of when the unpaid ultimate claims costs will be paid depends on both the line of business and historical data. Bodily injury lines of business generally take longer to settle than the material damage claims and exhibit greater variability as to the timing and amount ultimately paid to settle the claim. Historical patterns of claims payment data are used to estimate the future claims payment pattern. Expected future paid amounts are then discounted, using the discounted cash flow method, to a present value as of the reporting date. The discount rate is based on the Corporation's current portfolio yields for fixed income investments and investment properties and a long-term yield assumption for equity investments. These estimates are based on current market returns as well as expectations about future economic and financial developments.

A PFAD is then added to the estimate to recognize sources of uncertainty in the assumptions behind the provision for unpaid claims (note 2d). The PFAD is calculated according to accepted actuarial practice in Canada (note 12).

b) Impairment of financial assets

Judgment is required to determine if there is objective evidence of impairment for financial assets. The Corporation evaluates, among other factors, the financial health of the investee, industry and sector performance, changes in technology, financing and operational cash flows, and the significance of deterioration in the fair value of the asset below cost. In addition, for equity investments a prolonged decline is also considered objective evidence of impairment (note 9).

c) Pension and post-retirement benefits

The cost of pension and post-retirement benefits earned by employees is actuarially determined using the Projected Unit Credit Method and management's best estimate of expected plan investment performance, compensation levels and healthcare costs.

The key assumptions used in calculating the cost of pension and post-retirement benefits are the discount rate, expected long-term rate of return on plan assets, rate of compensation increase, inflation rate, Medical Service Plan trends and extended healthcare cost trends. Together with plan member data, these and other assumptions are used to estimate future benefit eligibility, amount and duration of payments. The rate determined for each of the key assumptions is disclosed in note 15.

The discount rate is used to calculate the present value of the expected future benefit payments. The discount rate is based on high grade corporate bond yields at the measurement date.

The expected long-term rate of return on plan assets is determined by calculating the weighted average return of the plan's portfolio based on the expected return and the policy portfolio weighting for each respective asset class.

The rate of compensation increase reflects individual job progression, general price level increases, productivity, seniority, promotion and other factors.

The inflation rate assumption is based on an assessment of the Bank of Canada target inflation range and the inflation expectations implied by the Government of Canada nominal and real return long-term bond yields.

The Medical Services Plan trend rate is based on expected increases reflected in the provincial budget.

The extended healthcare trend rate is based on an analysis of plan experience, assumptions about the trend in total healthcare costs, and the proportion that will be covered by private plans.

With the exception of the discount rate, which is based on market conditions at the financial statement date, all other assumptions are management's best estimate (note 15).

4. New Accounting Pronouncements

a) Standards and interpretations effective in 2012

The Corporation has adopted the standards and interpretations that are relevant to the operations of the Corporation and effective on December 31, 2012.

b) Standards and interpretations issued but not yet effective and not early adopted

Standards and interpretations issued that are relevant to the operations of the Corporation, but not yet effective include:

- IAS 1 (Amendment) *Presentation of financial statements*. Effective for annual periods beginning on or after July 1, 2012, the amendment requires entities to separate items presented in OCI into two groups, based on whether or not they may be recycled to net income in the future. Items that will not be recycled are presented separately from items that may be recycled in the future. The statement of comprehensive income is renamed to 'statement of net income and other comprehensive income', however, other titles are permitted. The Corporation will apply this standard to its consolidated financial statements beginning on January 1, 2013. The adoption of this standard is not expected to have a material impact to the Corporation's consolidated financial statements.
- IFRS 7 (Amendment) *Financial instruments: Disclosures*. Effective January 1, 2013, the amended disclosures focus on quantitative information about recognized financial instruments that are offset in the statement of financial position, as well as those recognized financial instruments that are subject to master netting, where the legal right of offset is only enforceable on the occurrence of some future event, or similar arrangements irrespective of whether they offset. An entity that undertakes a number of financial instrument transactions with a single counterparty may enter into a master netting arrangement with that counterparty. Such an agreement provides for a single net settlement of all financial instruments covered by the agreement in the event of default on, or termination of, any one contract. The Corporation will apply this standard to its consolidated financial statements beginning on January 1, 2013. The adoption of this standard is not expected to have a material impact to the Corporation's consolidated financial statements.

In addition, effective January 1, 2015, the amendment requires additional transitional disclosures when prior periods are not restated depending upon the earlier application of IFRS 9 prior to January 1, 2015. These disclosures focus on the impact that the adoption of IFRS 9 has on the classification of financial assets and liabilities. The adoption of this amendment is not expected to have a material impact to the Corporation's consolidated financial statements.

- IFRS 9 *Financial instruments*. The mandatory effective date is January 1, 2015. All changes in fair value of financial assets that are measured at fair value are recognized in net income, except for equity investments for which the OCI option has been elected, or where financial assets are part of a hedge relationship. The standard only permits the recognition of fair value gains and losses in OCI for equity investments that are not held for trading. For financial liabilities designated under the fair value option, other than loan commitments and financial guarantee contracts, the amount of change in fair value related to changes in the credit risk of these liabilities is typically presented in OCI. The remaining amount of the total gain or loss is included in net income. Early adoption is permitted.
- IFRS 10 *Consolidated financial statements*. Effective January 1, 2013, IFRS 10 replaces the consolidation guidance in IAS 27, 'Consolidated and Separate Financial Statements' and SIC-12, 'Consolidation — Special Purpose Entities' by introducing a single consolidation model for all entities based on control, irrespective of the nature of the investee. Under IFRS 10, control is based on whether an investor has power over the investee, exposures or rights to variable returns from its involvement with the investee, and the ability to use its power over the investee to affect the amount of the returns. The Corporation will apply this standard to its consolidated financial statements beginning on January 1, 2013. The adoption of this standard is not expected to have a material impact to the Corporation's consolidated financial statements.
- IFRS 12 *Disclosure of interests in other entities*. Effective January 1, 2013, IFRS 12 sets disclosure requirements for all forms of interests in other entities, including joint arrangements, associates, special purpose vehicles and other off-balance sheet vehicles. The Corporation will apply this standard to its consolidated financial statements beginning on January 1, 2013. The adoption of this standard is not expected to have a material impact to the Corporation's consolidated financial statements.
- IFRS 13 *Fair value measurement*. Effective January 1, 2013, IFRS 13 defines fair value and sets out, in a single IFRS, a framework for measuring fair value along with the disclosures necessary to understand what supports the fair value measurements. IFRS 13 defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The Corporation will apply this standard to its consolidated financial statements beginning on January 1, 2013. The adoption of this standard is not expected to have a material impact to the Corporation's consolidated financial statements.

- IAS 19 (Amendment) *Employee benefits*. Effective January 1, 2013, the amended standard requires 'actuarial gains and losses' to be renamed 'remeasurements' and to be recognized immediately into OCI. Actuarial gains and losses will no longer be deferred using the corridor approach and remeasurements recognized in OCI will not be recycled through profit or loss in subsequent periods. Past service costs will be recognized in the period of a plan amendment; unvested benefits will no longer be spread over a future-service period. A curtailment now occurs only when an entity significantly reduces the number of employees. Curtailment gains and losses are accounted for as past service costs. Annual expense for a funded benefit plan will include net interest expense or income, calculated by applying the discount rate to the net defined benefit asset or liability. Other changes include additional disclosures about defined benefit plans, modifying accounting for termination benefits and clarifying various miscellaneous issues. The Corporation will apply this standard to its consolidated financial statements beginning on January 1, 2013. The Corporation expects an increase in pension expense offset by remeasurement changes in OCI.
- IAS 32 (Amendment) *Financial instruments: Presentation*. Effective January 1, 2014, the amendment does not change the current offsetting model in the standard. The current model requires an entity to offset a financial asset and financial liability in the statement of financial position only when the entity currently has a legally enforceable right of set-off and intends either to settle the asset and liability on a net basis or to realize the asset and settle the liability simultaneously. The amendment clarifies that the right of set-off must be available today and is not contingent on a future event. A right of set-off is a debtor's legal right, by contract or otherwise, to settle or otherwise eliminate all or a portion of an amount due to a creditor by applying against that amount an amount due from the creditor. It also must be legally enforceable for all counterparties in the normal course of business, as well as in the event of default, insolvency or bankruptcy. Further, gross settlement mechanisms (such as a clearing house) with features that both eliminate credit and liquidity risk and process receivables and payables in a single settlement process, are effectively equivalent to net settlement; they would therefore meet the IAS 32 criterion in these instances. The adoption of this standard is not expected to have a material impact to the Corporation's consolidated financial statements.

The Corporation has not early adopted these standards.

5. Investments

a) Financial investments

(\$ THOUSANDS)		2012	2011
	Classification	Carrying Value	Carrying Value
Financial investments			
Money market securities	AFS	\$ 152,552	\$ 409,624
Bonds			
Federal	AFS	3,977,931	3,769,474
Provincial	AFS	848,074	905,601
Municipal	AFS	19,158	–
Corporate	AFS	2,669,397	2,407,158
Total bonds		7,514,560	7,082,233
Mortgages	Loans	1,105,235	1,028,026
Equities			
Canadian	AFS	1,621,930	1,347,378
United States	AFS	627,534	575,260
Europe, Australia, Far East	AFS	649,426	526,845
Total equities		2,898,890	2,449,483
Total financial investments		\$ 11,671,237	\$ 10,969,366
Non-current portion		\$ 10,795,605	\$ 9,651,435

Money market securities, bonds and equities are carried at their fair value. Mortgages are measured at amortized cost and have an estimated fair value of \$1.14 billion (2011 – \$1.07 billion). The fair value of mortgages is determined by applying a discount rate ranging from 2.1% to 4.6% (2011 – 1.9% to 4.8%) to the payment stream.

b) Investment properties

The movement in the carrying value of investment properties is as follows:

(\$ THOUSANDS)	2012	2011
Cost		
Balance, beginning of year	\$ 526,222	\$ 457,926
Additions	144,316	67,266
Capital Improvements	3,619	1,830
Disposals	(20,034)	(800)
Balance, end of year	<u>654,123</u>	<u>526,222</u>
Accumulated depreciation		
Balance, beginning of year	43,194	31,668
Disposals	(4,073)	(475)
Depreciation	13,290	12,001
Balance, end of year	<u>52,411</u>	<u>43,194</u>
Carrying value, end of year	<u>\$ 601,712</u>	<u>\$ 483,028</u>

The fair value of investment properties is \$773.3 million (2011 – \$606.7 million). Where the estimated fair value is determined by internal valuations, the discount rate applied to the net cash flows of these investment properties ranged from 6.0% to 7.9% over a term of 10 years.

At December 31, 2012 and December 31, 2011, no impairment was recognized in respect of any of the Corporation's investment properties.

6. Financial Assets and Liabilities

a) Fair value hierarchy

The following table presents the fair value hierarchy for financial assets and liabilities measured at fair value in the consolidated statement of financial position. During 2011 and 2012, there were no transfers between Level 1 and Level 2.

(\$ THOUSANDS)	Fair Value Measurements at Reporting Date			
	Fair Value	Quoted Prices in Active Markets for Identical Assets (Level 1)	Significant Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)
December 31, 2012				
Cash	\$ 32,463	\$ –	\$ 32,463	\$ –
Money market securities	152,552	–	152,552	–
Bonds	7,514,560	–	7,512,907	1,653
Equities	2,898,890	1,610,654	1,287,629	607
Total financial assets	\$10,598,465	\$ 1,610,654	\$ 8,985,551	\$ 2,260
December 31, 2011				
Cash	\$ 23,844	\$ –	\$ 23,844	\$ –
Money market securities	409,624	–	409,624	–
Bonds	7,082,233	–	7,080,580	1,653
Equities	2,449,483	1,711,967	736,709	807
Total financial assets	\$ 9,965,184	\$ 1,711,967	\$ 8,250,757	\$ 2,460

The following table shows the movement of financial assets where fair value has been determined based upon significant unobservable inputs (Level 3).

(\$ THOUSANDS)	Fair Value Measurements using Level 3 Inputs	
	Bonds	Equities
Balance, beginning of year	\$ 1,653	\$ 807
Total losses in net income	–	(200)
Balance, end of year	\$ 1,653	\$ 607

b) Other financial assets

Other financial assets include accrued interest, premiums and other receivables, and reinsurance assets. The fair values of other financial assets approximate their carrying values, due to their short-term nature. The non-current portion of these other financial assets is \$26.4 million (2011 – \$15.1 million).

c) Financial liabilities

Financial liabilities include cheques outstanding, accounts payable and accrued charges, and bond repurchase agreements, investment-related liabilities, and amounts payable to the Province of BC. All financial liabilities are carried at cost or amortized cost. Except for investment-related liabilities, the fair values of all other financial liabilities approximate their carrying values, due to their short-term nature. The carrying values of investment-related liabilities are a reasonable estimate of fair value.

7. Bond Repurchase Agreements and Investment-related Liabilities

(\$ THOUSANDS)	2012		2011	
	Carrying Value		Carrying Value	
Bond repurchase agreements	\$	959,049	\$	894,916
Investment-related liabilities		103,777		91,614
Total bond repurchase agreements and investment-related liabilities	\$	1,062,826	\$	986,530
Non-current portion	\$	72,051	\$	80,603

Investment-related liabilities are comprised of mortgages payable with repayment terms ranging from one to ten years and interest rates ranging from 5.0% to 6.6%.

Estimated principal repayments for the mortgages payable are as follows:

(\$ THOUSANDS)	2012		2011	
	Up to 1 year	\$	31,726	\$
Greater than 1 year, up to 5 years		54,443		62,357
Greater than 5 years		17,608		18,247
	\$	103,777	\$	91,614

8. Management of Insurance and Financial Risk

As a provider of automobile insurance products, effective risk management is fundamental in protecting earnings, cash flow, and ultimately the financial stability of the Corporation. The Corporation is exposed to various types of insurance and financial risks.

a) Insurance risk

The risk under any one insurance contract is the possibility that the insured event occurs and the uncertainty of the amount of the resulting claim. By the very nature of an insurance contract, this risk is random and therefore unpredictable.

The principal risk that the Corporation faces under its insurance contracts is that the actual claims and benefit payments exceed the carrying amount of the insurance liabilities. This could occur when the frequency or severity of claims and benefit are greater than estimated. Insurance events have an element of randomness and the actual number and amount of claims and benefits will vary each year from the level established using statistical techniques.

Frequency and severity of claims

There are a number of factors that influence the frequency and severity of claims; some of which the Corporation has some control over. Frequency is the average number of claims per policy, calculated by dividing the total number of claims by the total number of policies. Severity is the average cost of a claim calculated by dividing the total cost of claims by the total number of claims. A number of strategies are used to control cost pressures created by these factors, including claims operational changes, road safety programs, programs to influence driver behaviour such as impaired driving and distracted driving programs, public awareness campaigns, auto crime reduction initiatives, and fraud detection and investigation.

Factors outside of the Corporation's control include weather, demographics, settlement awards, legal fees and economic changes, including vehicle parts/repair inflation and medical expense inflation that influence the cost of claims.

Sources of uncertainty in the estimation of the provision for unpaid claims

To manage the uncertainty associated with estimating the provision for unpaid claims, the Corporation's actuaries employ standard actuarial methods. The Corporation's provision for unpaid claims estimate is determined in accordance with accepted actuarial practice in Canada and is based on reasonable assumptions and appropriate methods that are consistently applied (note 3a).

There is inherent uncertainty regarding the assumptions to estimate the amount and timing of future claims payments that make up the provision for unpaid claims. The Corporation is liable for all insured events that occurred during the term of the contract, even if the loss is reported after the end of the contract term. In addition, injury claims may take a long period of time to settle.

Injury claims include bodily injury, accident benefits, and death benefits, which account for approximately 65% of total claims costs. The timing of injury claims can be extended due to delayed reporting, and the timing and amount of injury payments can exhibit considerable uncertainty because of the complex nature of the bodily injury, the subjective nature of pain and suffering damages, internal claims operational changes, the judicial environment, and settlement awards.

The provision for unpaid claims also includes having to estimate direct expenses to be incurred in settling claims net of the expected salvage and subrogation recoveries. The Corporation takes all reasonable steps to ensure that it has appropriate information regarding its individual claims. However, given the uncertainty during the early stages of a claim, it is likely that the final outcome will be different from the original estimate. The provision for unpaid claims includes a provision for reported claims not yet paid and an amount estimated for IBNR claims (note 2d).

The Corporation's provision for unpaid claims can be affected by the frequency and severity of claims, the discount rate, and actuarial methods and assumptions. The frequency and severity of claims are discussed above, while the discount rate and the actuarial methods and assumptions are discussed in note 3.

A 1% increase in the discount rate will have a favourable impact on the provision for unpaid claims, net income, and equity of \$160.4 million (2011 – \$150.2 million) and a 1% decrease in the discount rate will have an unfavourable impact on the provision for unpaid claims, net income, and equity of \$169.4 million (2011 – \$158.8 million). A 1% change in the frequency or severity of claims, with all other variables held constant, would result in an estimated change to the provision for unpaid claims of \$70.0 million (2011 – \$64.9 million). The changes in selected loss and count development factors and actuarial assumptions in 2012 had an estimated 4.1% unfavourable impact (2011 – 0.9% unfavourable) on the 2012 provision for unpaid claims.

Concentration of insurance risk

The Corporation has a diverse customer base as the sole provider of Basic insurance to all drivers in British Columbia. The Corporation operates in one jurisdiction and provides automobile insurance only, so there is a concentration of insurance risk with respect to geography, jurisdiction, demographics and product type.

The impact of the concentration of insurance risk is quantified through CAT (catastrophe) modeling that the Corporation's reinsurance broker updates annually. This testing allows the Corporation to assess and manage these risks effectively. The concentration of insurance risk is also managed through a CAT reinsurance treaty, a casualty reinsurance treaty, and Road Safety programs such as road improvement strategies, the graduated licensing program, and the distracted driving campaign because as the sole provider of Basic insurance, the Corporation invests in and benefits the most from these programs.

Premium pricing risk

The Corporation is the sole provider of Basic insurance and is not subject to underwriting risk or competition risk for its Basic insurance product. However, the Basic insurance rate level is sensitive to market conditions and claims experience. The Corporation is subject to regulations over its Basic insurance and applies to BCUC for approval to change its Basic insurance rate level (note 22).

The Corporation's Optional insurance products compete with other insurers and are subject to underwriting risk and competition risk.

b) Financial risk

Concentration of financial risk

The Corporation establishes investment portfolio level targets and limits with the objective of ensuring that portfolios are diversified across asset classes and individual investment risks. The Corporation monitors actual investment positions and risk exposures for concentration risk.

At December 31, 2012, the equity portfolio was 25.7% (2011 – 23.0%) invested in the financial sector, 17.8% (2011 – 20.0%) in the energy sector and 13.0% (2011 – 14.2%) in the materials sector; the bond portfolio was 64.5% (2011 – 66.0%) invested in the government sector and 18.0% (2011 – 15.0%) invested in the financial sector. See credit risk for a discussion of the government bonds.

Price risk

General economic conditions, political conditions and other factors affect the equity markets, thereby also affecting the fair value of the securities and the pooled funds held by the Corporation. Fluctuations in the value of these securities impact the recognition of unrealized gains and losses on equity securities and on the units of funds held. At December 31, 2012, the impact of a 10% change in prices, with all other variables held constant would result in an estimated corresponding change to OCI of approximately \$289.9 million (2011 – \$244.9 million).

The Corporation manages a widely diversified portfolio, diversified geographically, by sector and by company and has policies in place to limit and monitor total equity exposure and individual issuer exposure.

Interest rate risk

When interest rates increase or decrease, the market value of fixed income securities will decrease or increase respectively with a larger market value impact on instruments with a long duration compared to instruments with a short duration. Fluctuations in interest rates have a direct impact on the market valuation of the Corporation's fixed income portfolio. A natural hedge exists between the Corporation's fixed income portfolio and the unpaid claims liability as the Corporation's investment yields are used to derive the discount rate for the unpaid claims liability.

The Corporation has policies in place to limit and monitor its exposure to interest rate risk to allow for duration matching of claim liabilities to bond assets.

The carrying values reported in the consolidated statement of financial position for cash and cash equivalents, premiums and other receivables, and accounts payable and accrued charges approximate their fair values and are not significantly impacted by fluctuations in interest rates.

In 2012 and 2011, the Corporation did not use derivative financial instruments to hedge interest rate risk on its investment portfolio.

	2012		2011	
	Average Yield (%)	Duration (Years)	Average Yield (%)	Duration (Years)
Bonds				
Federal	1.5	2.4	1.8	2.3
Provincial	2.4	2.8	2.9	2.3
Municipal	2.1	4.5	–	–
Corporate	3.1	2.2	3.6	2.1
Total bonds	2.2	2.4	2.5	2.2
Mortgages	4.7	3.0	5.3	2.5
Total bonds and mortgages	2.5	2.4	2.9	2.3

At December 31, 2012, a 100 basis point change in interest rates would result in a change of approximately \$210.3 million (2011 – \$183.9 million) in fair value of the Corporation's fixed income portfolio and a corresponding impact of approximately \$210.3 million (2011 – \$183.9 million) to other comprehensive income (OCI), which flows into other components of equity (OCE). Interest rate changes would also result in an inverse change to the provision for unpaid claims and the corresponding claims costs (note 8a).

Credit risk

Credit risk is the potential for financial loss to the Corporation if the counterparty in a transaction fails to meet its obligations. Financial instruments that potentially give rise to concentrations of credit risk include cash, fixed income securities, accounts receivable, reinsurance receivables and recoverables, and structured settlements (note 21).

Fixed income securities

The Corporation mitigates its exposure to credit risk by acquiring fixed income securities issued by high-quality institutions with investment grade credit ratings. Credit risk in mortgages is mitigated as it is secured by the underlying property. Mortgages are subject to an independent review annually. The risk is also addressed through a stringent underwriting process that incorporates an internal credit scoring mechanism.

The credit quality of financial assets that are neither past due nor impaired can be assessed by reference to external credit ratings, where available, or to historical information about counterparty default rates.

The Corporation considers Canadian government bonds to be risk-free. Therefore the maximum credit risk exposure for fixed income securities pertain to all other bond investments and to mortgage investments, totalling their carrying amount of \$4.6 billion (2011 – \$4.3 billion). There is minimal credit risk exposure to cash.

The counterparty risk associated with repurchase agreements for 2012 is not material.

The following table highlights money market securities and bonds by credit quality according to Standard and Poor's at December 31, 2012:

(\$ THOUSANDS)	2012		2011	
Money market securities				
AAA	\$	152,552	\$	409,624
Bonds				
AAA	\$	4,654,257	\$	4,387,221
AA		853,537		920,398
A		1,539,421		1,275,868
BBB		467,345		498,746
	\$	7,514,560	\$	7,082,233

Premiums and other receivables

The Corporation has a diverse customer base as it provides Basic insurance to all drivers in British Columbia. While there is no significant concentration of credit risk, the Corporation's premiums and other receivables are comprised of customers with varying financial conditions. Subrogation and other recoveries from customers are fully provided for due to the uncertainty of collection.

The credit risk for premiums receivables is mitigated as a customer's policy may be cancelled if the customer is in default of a payment. The maximum credit risk for all other receivables equals their carrying amount. As at December 31, 2012, the Corporation considered \$68.8 million (2011 – \$71.0 million) of its premiums and other receivables to be uncollectible and has provided for them. The allowance was determined by applying a percentage to the total of current and prior years' gross billings.

The following table outlines the aging of premiums and other receivables as at December 31, 2012:

(\$ THOUSANDS)

	Current	Past Due 1 - 30 days	Past Due 31 - 60 days	Over 60 days	Total
December 31, 2012					
Premiums and other receivables	\$1,098,680	\$ 6,165	\$ 2,223	\$ 81,576	\$1,188,644
Provision	(1,322)	(1,346)	(1,270)	(64,842)	(68,780)
Total premiums and other receivables	\$1,097,358	\$ 4,819	\$ 953	\$ 16,734	\$1,119,864
December 31, 2011					
Premiums and other receivables	\$1,070,708	\$ 9,275	\$ 2,226	\$ 81,419	\$1,163,628
Provision	(1,755)	(1,333)	(1,361)	(66,575)	(71,024)
Total premiums and other receivables	\$1,068,953	\$ 7,942	\$ 865	\$ 14,844	\$1,092,604

The Corporation's provision for premiums and other receivables is broken down as follows:

(\$ THOUSANDS)

	2012	2011
Balance, beginning of year	\$ (71,024)	\$ (69,746)
Charges for the year	(20,022)	(19,765)
Recoveries	5,720	6,666
Amounts written off	16,546	11,821
Balance, end of year	\$ (68,780)	\$ (71,024)

Reinsurance assets

Failure of reinsurers to honour their obligations could result in losses to the Corporation. The maximum credit risk exposure equals the carrying amount of \$7.5 million (2011 – \$0.7 million). The Corporation has policies which require reinsurers to have a minimum credit rating of A-. No single reinsurer represents more than 15% of the total reinsurers' share of the provision for unpaid claims and adjusting expenses in a contract year. Both these items mitigate the Corporation's exposure to credit risk. No amount owing from the reinsurers has been considered impaired at December 31, 2012.

(\$ THOUSANDS)	2012	2011
Reinsurance recoverable (note 12)	\$ 6,699	\$ 616
Reinsurance receivable	787	75
Reinsurance assets	<u>\$ 7,486</u>	<u>\$ 691</u>

Liquidity risk

A significant business risk of the insurance industry is the ability to match the cash inflows from premiums and the investment portfolio with the cash requirements of the policy liabilities and operating expenses (see note 12). The timing of most policy liability payments is not known, and may take considerable time to determine precisely, and may be paid in partial payments.

The Corporation has taken the overall historical liability settlement pattern as a basis to define diversification and duration characteristics of the investment portfolio.

To meet the cash requirements for claims and operating expenses, the Corporation has policies to limit and monitor its exposure to individual issuers or related groups and to ensure that assets and liabilities are broadly matched in terms of their duration.

Liquidity risk is further controlled by holding government bonds and other highly liquid investments. Bond repurchase agreements are accounted for as financial liabilities and are considered to be short-term in nature.

The following table summarizes the maturity profile as at December 31, 2012 of the Corporation's financial assets by contractual maturity or expected cash flow dates:

(\$ THOUSANDS)

	Within One Year	One Year to Five Years	After Five Years	Total
December 31, 2012				
Bonds				
Federal	\$ 37,943	\$ 3,800,670	\$ 139,318	\$ 3,977,931
Provincial	35,534	812,540	–	848,074
Municipal	–	19,158	–	19,158
Corporate	508,298	2,161,099	–	2,669,397
Total bonds	581,775	6,793,467	139,318	7,514,560
Mortgages	141,305	749,588	214,342	1,105,235
	\$ 723,080	\$ 7,543,055	\$ 353,660	\$ 8,619,795
December 31, 2011				
Bonds				
Federal	\$ 212,801	\$ 3,056,650	\$ 500,023	\$ 3,769,474
Provincial	35,594	870,007	–	905,601
Corporate	380,963	2,026,195	–	2,407,158
Total bonds	629,358	5,952,852	500,023	7,082,233
Mortgages	278,949	602,305	146,772	1,028,026
	\$ 908,307	\$ 6,555,157	\$ 646,795	\$ 8,110,259

Currency risk

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates. The Corporation is exposed to foreign exchange risk on its international, and US equity portfolios.

A 10% change in the US exchange rate at December 31, 2012 would change the fair value of these investments and a corresponding change to OCI of approximately \$64.5 million (2011 – \$59.6 million). As all other foreign currency investments individually comprise five per cent or less of the total investment portfolio in both 2012 and 2011, the impact of a change in the exchange rate of these currencies is not expected to have a material impact on the portfolio.

The Corporation has policies in place to limit and monitor its exposure to currency risks.

9. Investment Income

(\$ THOUSANDS)	Classification	2012	2011
Interest			
Money market	AFS	\$ 2,973	\$ 2,675
Bonds	AFS	171,582	200,936
Mortgages	Loans	52,590	55,182
		227,145	258,793
Gains on investments			
Equities	AFS	74,356	136,238
Bonds	AFS	49,733	11,817
Investment properties	Other	9,969	4,341
Unrealized fair value changes ¹	AFS	87	39,388
		134,145	191,784
Dividends and other income (expenses)			
Equities	AFS	75,894	72,565
Income from investment properties	Other	24,886	23,146
Investment management fees	Other	(7,069)	(7,119)
Impairment loss	AFS	(8,700)	(96,107)
Other	Other	(3,175)	(1,582)
		81,836	(9,097)
Total investment income		\$ 443,126	\$ 441,480

¹ includes changes in unrealized foreign exchange gains and losses on monetary AFS assets

(\$ THOUSANDS)	2012	2011
Amounts recognized in investment income for investment properties		
Rental income	\$ 67,175	\$ 61,685
Direct operating expenses that generated rental income	(40,338)	(36,810)
Direct operating expenses that did not generate rental income	(1,951)	(1,729)
Income from investment properties	24,886	23,146
Gain on sale of investment properties	9,969	4,341
Total amount recognized in investment income	\$ 34,855	\$ 27,487

The Corporation participates in a securities lending program managed by a federally regulated financial institution whereby it lends securities it owns to other financial institutions. The Corporation receives securities of equal or superior credit quality as collateral for securities loaned and records commission on transactions as earned. At December 31, 2012 and December 31, 2011, there were no securities loaned or received as collateral.

At December 31, 2012, the other components of equity comprised of \$382.9 million (2011 – \$343.5 million) in unrealized gains and \$28.9 million (2011 – \$71.1 million) in unrealized losses arising on available for sale assets.

10. Property and Equipment

(\$ THOUSANDS)	Land	Buildings	Furniture & Equipment	Leasehold Improvements	Total
December 31, 2012					
Cost					
Balance, beginning of year	\$ 33,512	\$ 161,186	\$ 160,906	\$ 15,339	\$ 370,943
Additions	82	938	14,038	367	15,425
Disposals	(1,909)	–	(61,856)	(8,479)	(72,244)
Balance, end of year	31,685	162,124	113,088	7,227	314,124
Accumulated depreciation					
Balance, beginning of year	–	126,760	100,080	9,843	236,683
Disposals	–	–	(61,839)	(8,479)	(70,318)
Depreciation charge for the year	–	3,295	13,105	1,075	17,475
Balance, end of year	–	130,055	51,346	2,439	183,840
Net book value, end of year	\$ 31,685	\$ 32,069	\$ 61,742	\$ 4,788	\$ 130,284
December 31, 2011					
Cost					
Balance, beginning of year	\$ 33,526	\$ 158,251	\$ 118,964	\$ 12,556	\$ 323,297
Additions	36	2,995	42,790	3,013	48,834
Disposals	(50)	(60)	(848)	(230)	(1,188)
Balance, end of year	33,512	161,186	160,906	15,339	370,943
Accumulated depreciation					
Balance, beginning of year	–	123,551	89,521	9,300	222,372
Disposals	–	(5)	(477)	(143)	(625)
Depreciation charge for the year	–	3,214	11,036	686	14,936
Balance, end of year	–	126,760	100,080	9,843	236,683
Net book value, end of year	\$ 33,512	\$ 34,426	\$ 60,826	\$ 5,496	\$ 134,260

The balances in property and equipment include \$6.9 million (2011 – \$24.7 million) in assets under development.

The balances in property and equipment include \$1.7 million (2011 – \$6.9 million) capitalized for the Transformation Program (note 20).

11. Intangible Assets

(\$ THOUSANDS)	2012	2011
Cost		
Balance, beginning of year	\$ 95,899	\$ 59,001
Additions	58,121	37,033
Disposals	(5,686)	(135)
Balance, end of year	148,334	95,899
Accumulated amortization		
Balance, beginning of year	40,823	37,680
Disposals	(5,686)	(82)
Amortization charge for the year	6,689	3,225
Balance, end of year	41,826	40,823
Net book value, end of year	\$ 106,508	\$ 55,076

The Corporation's intangible assets consist of externally purchased software and any directly attributable costs required to bring the software to a condition where it is available for use.

The balances in intangible assets include \$74.2 million (2011 – \$37.5 million) in assets under development.

The additions in intangible assets include \$54.5 million (2011 – \$28.2 million) capitalized for the Transformation Program (note 20).

There were no indefinite life intangible assets as at December 31, 2012 and December 31, 2011.

12. Provision for Unpaid Claims

The movements in the provision for unpaid claims and reinsurance recoverables and their impact on claims incurred for the year are as follows:

(\$ THOUSANDS)	2012			2011		
	Gross	Reinsurance Recoverable	Net	Gross	Reinsurance Recoverable	Net
Notified claims	\$ 6,215,296	\$ (616)	\$ 6,214,680	\$ 5,916,239	\$ (5,807)	\$ 5,910,432
Incurred but not reported	277,423	–	277,423	266,768	–	266,768
Balance, beginning of year	6,492,719	(616)	6,492,103	6,183,007	(5,807)	6,177,200
Change in liabilities (assets):						
Provision for claims occurring in the current year	3,022,699	–	3,022,699	2,880,130	–	2,880,130
Change in estimates for losses occurring in prior years:						
Prior years' claims adjustments	(109,757)	(6,237)	(115,994)	(71,934)	5,158	(66,776)
Prior years' changes in discounting provision	46,606	154	46,760	52,351	33	52,384
	(63,151)	(6,083)	(69,234)	(19,583)	5,191	(14,392)
Net claims incurred per consolidated statement of comprehensive income	2,959,548	(6,083)	2,953,465	2,860,547	5,191	2,865,738
Cash (paid) recovered for claims settled in the year for:						
Claims incurred in current year	(1,009,541)	–	(1,009,541)	(1,002,832)	–	(1,002,832)
Recoveries received on current year claims	74,820	–	74,820	73,378	–	73,378
	(934,721)	–	(934,721)	(929,454)	–	(929,454)
Claims incurred in prior years	(1,583,141)	–	(1,583,141)	(1,678,799)	–	(1,678,799)
Recoveries received on prior years' claims	67,534	–	67,534	57,418	–	57,418
	(1,515,607)	–	(1,515,607)	(1,621,381)	–	(1,621,381)
Total net payments	(2,450,328)	–	(2,450,328)	(2,550,835)	–	(2,550,835)
Balance, end of year	\$ 7,001,939	\$ (6,699)	\$ 6,995,240	\$ 6,492,719	\$ (616)	\$ 6,492,103
Notified claims	\$ 6,715,095	\$ (6,699)	\$ 6,708,396	\$ 6,215,296	\$ (616)	\$ 6,214,680
Incurred but not reported	286,844	–	286,844	277,423	–	277,423
Balance, end of year	\$ 7,001,939	\$ (6,699)	\$ 6,995,240	\$ 6,492,719	\$ (616)	\$ 6,492,103

The Corporation discounts its provision for unpaid claims using a discount rate of 3.4% (2011 – 4.0%). The Corporation determines the discount rate based upon the expected return on its investment portfolio and uses assumptions for interest rates relating to reinvestment of maturing investments. The Corporation has changed how expected asset default risk is accounted for in the provision for unpaid claims. At December 31, 2011, the provision for expected asset default risk was included in the interest rate PFAD. At December 31, 2012, the provision for expected asset default risk is directly reflected in the calculation of the discount rate. The Corporation has made this change to align with the recommendations of the Canadian Institute of Actuaries. The impact of this change to the 2011 net provision for unpaid claims is not material.

For the purpose of calculating the impact on the change in discount rate from December 31, 2011 to December 31, 2012, the 2011 discount rate was adjusted from 4.0% to 3.6% to reflect this change in methodology. As a result of the decrease in the discount rate (3.6% at December 31, 2011; 3.4% at December 31, 2012), there was an unfavourable adjustment to both current and prior years' provision of \$18.1 million (2011 – \$74.6 million unfavourable).

The following table shows the effect of discounting and PFADs on the provision for unpaid claims:

(\$ THOUSANDS)	Undiscounted	Effect of Present Value	PFADs	Discounted
December 31, 2012				
Provision for unpaid claims, net	\$ 6,820,554	\$ (549,513)	\$ 724,199	\$ 6,995,240
Reinsurance recoverable	6,837	(902)	764	6,699
Provision for unpaid claims, gross	<u>\$ 6,827,391</u>	<u>\$ (550,415)</u>	<u>\$ 724,963</u>	<u>\$ 7,001,939</u>
December 31, 2011				
Provision for unpaid claims, net	\$ 6,380,300	\$ (594,464)	\$ 706,267	\$ 6,492,103
Reinsurance recoverable	600	(56)	72	616
Provision for unpaid claims, gross	<u>\$ 6,380,900</u>	<u>\$ (594,520)</u>	<u>\$ 706,339</u>	<u>\$ 6,492,719</u>

Claims development table

A review of the historical development of the Corporation's insurance estimates provides a measure of the Corporation's ability to estimate the ultimate value of claims. The top half of the following table illustrates how the Corporation's estimate of total undiscounted claims costs for each accident year has changed at successive year-ends. The bottom half of the table reconciles the cumulative claims to the amount appearing in the consolidated statement of financial position. At the IFRS transition date, the Corporation elected to take the IFRS 1 exemption. This allowed the Corporation to provide at least five years of claims development data, building to the required ten years.

(\$ THOUSANDS)		Insurance Claims — Gross of Reinsurance									
Accident Year	2004	2005	2006	2007	2008	2009	2010	2011	2012	Total	
Estimate of undiscounted ultimate claims costs:											
- At end of accident year	\$2,204,694	\$2,457,495	\$2,578,431	\$2,709,658	\$2,676,918	\$2,657,831	\$2,743,503	\$2,866,833	\$3,030,778		
- One year later	2,324,869	2,503,285	2,598,087	2,647,830	2,682,830	2,640,001	2,732,070	2,863,942			
- Two years later	2,351,339	2,465,521	2,517,961	2,651,655	2,692,277	2,626,760	2,730,183				
- Three years later	2,350,581	2,439,326	2,513,261	2,632,885	2,654,416	2,587,367					
- Four years later	2,318,077	2,419,725	2,508,005	2,633,582	2,621,457						
- Five years later	2,302,765	2,420,056	2,498,790	2,623,784							
- Six years later	2,303,033	2,430,329	2,496,837								
- Seven years later	2,298,727	2,421,466									
- Eight years later	2,293,687										
Current estimate of cumulative claims	2,293,687	2,421,466	2,496,837	2,623,784	2,621,457	2,587,367	2,730,183	2,863,942	3,030,778	23,669,501	
Cumulative payments to date	(2,246,595)	(2,355,092)	(2,388,863)	(2,429,180)	(2,227,450)	(1,869,794)	(1,536,065)	(1,275,033)	(934,721)	(17,262,793)	
Undiscounted unpaid liability	\$ 47,092	\$ 66,374	\$ 107,974	\$ 194,604	\$ 394,007	\$ 717,573	\$1,194,118	\$1,588,909	\$2,096,057	\$6,406,708	
Undiscounted unpaid liability in respect of 2003 and prior years										164,079	
Undiscounted unallocated loss adjustment expense reserve										256,604	
Total undiscounted unpaid claims liability										\$6,827,391	
Discounting adjustment										174,548	
Total discounted unpaid claims liability (gross)										\$7,001,939	

The table above reflects the total discounted unpaid claims liability of \$7.00 billion (2011 – \$6.49 billion) before the amount for reinsurance recoverable. The total discounted unpaid claims liability after the amount for reinsurance recoverable of \$0.01 billion (2011 – nil) would be \$7.00 billion (2011 – \$6.49 billion).

The expected maturity of the unpaid claims provision is analyzed below (undiscounted and gross of reinsurance):

(\$ THOUSANDS)

	Less than One Year	One to Two Years	Two to Three Years	Three to Four Years	Four to Five Years	Over Five Years	Total
December 31, 2012	\$ 1,914,903	\$ 1,571,506	\$ 1,272,923	\$ 869,150	\$ 469,402	\$ 729,507	\$ 6,827,391
December 31, 2011	\$ 1,821,940	\$ 1,439,037	\$ 1,166,525	\$ 789,597	\$ 434,634	\$ 729,167	\$ 6,380,900

The non-current portion of the undiscounted unpaid claims provision is \$4.9 billion (2011 – \$4.6 billion).

The weighted average term to settlement of the discounted unpaid claims provision at December 31, 2012 is 2.4 years (2011 – 2.4 years).

13. Unearned Premiums

All unearned premiums are earned within twelve months. The movements in unearned premiums and the impact on premiums earned for the year are as follows:

(\$ THOUSANDS)

	2012	2011
Balance, beginning of year	\$ 1,762,626	\$ 1,743,000
Premiums written during the year	3,910,077	3,692,836
Premiums earned in the year	(3,811,386)	(3,673,210)
Balance, end of year	\$ 1,861,317	\$ 1,762,626

14. Reinsurance

The Corporation maintains casualty and catastrophe reinsurance to protect against significant losses.

The Corporation entered into one year casualty and catastrophe reinsurance contracts beginning January 1, 2012 as follows:

- a) For catastrophic occurrences, portions of losses up to \$225.0 million in excess of \$25.0 million; and
- b) For individual casualty loss occurrences, portions of losses up to \$45.0 million in excess of \$5.0 million.

The Corporation entered into one year casualty and catastrophe reinsurance contracts beginning January 1, 2011 as follows:

- c) For catastrophic occurrences, portions of losses up to \$225.0 million in excess of \$25.0 million; and
- d) For individual casualty loss occurrences, portions of losses up to \$45.0 million in excess of \$5.0 million.

These reinsurance arrangements do not discharge the Corporation's obligation as primary insurer. The Corporation evaluates the financial condition of its reinsurers to minimize the exposure to significant loss from reinsurer insolvency.

15. Pension and Post-Retirement Benefits

The Corporation sponsors a defined benefit registered pension plan for its current and former management and confidential employees (the Management and Confidential Plan). In addition, it sponsors two supplemental pension plans for certain employees. The Corporation is the legal administrator of the Management and Confidential Plan and the two supplemental pension plans.

The Corporation also contributes to two other defined benefit pension plans for which it is not the sponsor. Current and former employees of the Corporation who are or were members of the Canadian Office & Professional Employees Union (COPE) Local 378 are members of the COPE 378 / ICBC Pension Plan (the COPE Plan). Trustees of the COPE Plan are appointed by each of the Corporation and COPE Local 378. The board of trustees of the COPE Plan is the legal plan administrator. The Corporation and plan members share responsibility for COPE Plan costs equally (note 21c).

The Corporation's former Motor Vehicle Branch employees participate in the BC Public Service Pension Plan.

The Corporation has no fiduciary responsibility for, or role in the governance of, the COPE Plan or the BC Public Service Pension Plan.

The Corporation recognizes its 50% share of the COPE Plan costs in its financial statements as follows:

- 50% recognition of pension expense (current service cost, interest cost, expected return on plan assets and past service cost);
- 50% recognition of the defined benefit obligation and plan assets; and
- 50% recognition of actuarial gains and losses.

The Corporation derecognized its 50% share of the surplus assets held by the COPE Plan on its consolidated statement of financial position because it cannot realize a future economic benefit in respect of those assets.

An additional liability may be recognized in respect of future surplus created by minimum funding requirements. For this purpose, these minimum funding requirements include going concern current service costs and minimum payments toward going concern unfunded liabilities. Payments toward solvency funding are not included because the British Columbia *Pension Benefits Standards Act* permits the Corporation to secure these payments with a letter of credit in lieu of cash solvency payments. As a result the Corporation has determined that no additional liability is required to be recognized on the consolidated statement of financial position.

The Corporation pays Medical Services Plan, life insurance premiums, extended healthcare and dental costs as post-retirement benefits for its qualifying retirees. The benefits are not prefunded. Benefit entitlements differ for management and confidential and bargaining unit staff.

Total contributions for employee future benefits for 2012, consisting of cash contributed by the Corporation to all of the funded pension plans and in respect of its unfunded pension and post-retirement benefits were \$58.8 million (2011 – \$57.1 million). A December 31, 2011 actuarial funding valuation for the COPE Plan was completed in 2012. This valuation resulted in an increase in the Corporation's actual 2012 contributions.

Estimated employer contributions for the year ending December 31, 2013 are \$72.5 million. The estimate is based on the plans' most recent actuarial funding valuations. Actual contributions in 2013 will reflect the funding requirements of the Management and Confidential Plan actuarial funding valuation as at December 31, 2012, which will be completed in 2013.

The Corporation measures its defined benefit obligations and the fair value of plan assets for accounting purposes at December 31 of each year. The Management and Confidential Plan had an actuarial valuation as of December 31, 2009 which was extrapolated to December 31, 2012. The next expected valuation date is at December 31, 2012. The COPE Plan had an actuarial valuation as of December 31, 2011 which was extrapolated to December 31, 2012. The next expected valuation date is at December 31, 2014. The post-retirement benefits had an actuarial valuation as of December 31, 2009 which was extrapolated to December 31, 2012. The next expected valuation date is at December 31, 2012.

The net total liability for pension plans and post-retirement benefits at December 31, 2012 is \$307.8 million (2011 – \$313.7 million), which is reflected in the consolidated statement of financial position. Information regarding the pension and post-retirement benefits plans is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2012	2011	2012	2011
Plan assets				
Fair value, beginning of year	\$ 887,803	\$ 801,286	\$ –	\$ –
Expected return on plan assets	67,223	63,275	–	–
Actuarial gain (loss) on assets	15,351	(11,622)	–	–
Employer contributions	44,684	43,654	4,855	4,080
Employee contributions	15,169	15,131	–	–
Benefits paid	(32,088)	(22,529)	(4,855)	(4,080)
Plan expenses	(1,812)	(1,392)	–	–
Fair value, end of year	\$ 996,330	\$ 887,803	\$ –	\$ –
Defined benefit obligation¹				
Balance, beginning of year	\$ 968,793	\$ 839,589	\$ 224,503	\$ 196,862
Current service cost	43,115	38,398	8,692	7,460
Interest cost	52,032	48,537	12,000	11,352
Actuarial (gain) loss on obligation	(12,866)	64,798	25,454	12,909
Benefits paid	(32,088)	(22,529)	(4,855)	(4,080)
Curtailment Impact	(925)	–	–	–
Balance, end of year	\$ 1,018,061	\$ 968,793	\$ 265,794	\$ 224,503
Funded status – plan deficit	\$ (21,731)	\$ (80,990)	\$ (265,794)	\$ (224,503)
Impact of surplus derecognition	(20,279)	(8,180)	–	–
Net liability recognized in the consolidated statement of financial position	\$ (42,010)	\$ (89,170)	\$ (265,794)	\$ (224,503)

¹ estimated defined benefit obligation – end of year with:

1% increase in healthcare trend rate	n/a	n/a	\$ 299,318	\$ 251,148
1% decrease in healthcare trend rate	n/a	n/a	\$ 236,936	\$ 201,444
1% increase in discount rate	\$ 851,536	\$ 814,990	\$ 227,172	\$ 193,779
1% decrease in discount rate	\$ 1,203,589	\$ 1,133,844	\$ 306,970	\$ 257,063

The plan assets and defined benefit obligation shown in the table above have been adjusted to reflect the Corporation's 50% recognition of the COPE Plan. Therefore, only 50% of the balances, accruals, asset returns, gains and losses, and cash flows in respect of the COPE Plan have been disclosed above.

During the year, the Corporation underwent a corporate wide restructuring and reduced the number of employees to improve efficiencies and meet business objectives. This resulted in a curtailment due to the reduction in the number of active employees in the Management and Confidential Plan. The curtailment impact disclosed above is a \$0.9 million reduction in the obligation, and is recognized immediately through pension expense.

The pension plans' assets consist of:

	Percentage of Plan Assets	
	2012	2011
Cash and accrued interest	1%	1%
Equities		
Canadian	30%	28%
Foreign	27%	25%
Fixed income		
Government	30%	29%
Corporate	11%	10%
Mortgages	1%	7%
	100%	100%

Pension plan assets generated a return of 9.2% for the year ended December 31, 2012 (2011 – 6.3%).

At December 31, 2012 and December 31, 2011, the Corporation's pension plans did not hold any of the Corporation's securities or assets nor were any of the plans' assets used by the Corporation during these years.

The breakdown of the defined benefit obligation between funded and unfunded plans is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2012	2011	2012	2011
Wholly or partially funded plans	\$ 1,003,006	\$ 953,586	\$ –	\$ –
Unfunded plans	15,055	15,207	265,794	224,503
Defined benefit obligation	\$ 1,018,061	\$ 968,793	\$ 265,794	\$ 224,503

The Corporation's net benefit plan expense for the pension and post-retirement benefits plans is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2012	2011	2012	2011
Current service cost	\$ 36,286 ¹	\$ 31,618 ¹	\$ 8,692	\$ 7,460
Interest cost	52,032	48,537	12,000	11,352
Expected return on plan assets	(65,411)	(61,883)	–	–
Curtailment impact	(925)	–	–	–
Net expense	\$ 21,982	\$ 18,272	\$ 20,692	\$ 18,812
Estimated net expense with:				
1% increase in healthcare trend rate	n/a	n/a	\$ 23,666	\$ 21,386
1% decrease in healthcare trend rate	n/a	n/a	\$ 18,176	\$ 16,571

¹ net of management and confidential employees' contributions of \$6,829 (2011 – \$6,780)

In addition to the expenses noted above, the Corporation contributed \$0.9 million in 2012 (2011 – \$1.0 million) to the BC Public Service Pension Plan.

The Corporation's net charge to OCI and the accumulated charge to retained earnings is as follows:

(\$ THOUSANDS)	Pension Plans		Post-Retirement Benefits	
	2012	2011	2012	2011
Actuarial (gain) loss on assets	\$ (15,351)	\$ 11,622	\$ –	\$ –
Actuarial (gain) loss on obligation	(12,866)	64,798	25,454	12,909
Actuarial loss (gain) on surplus derecognition	12,099	(21,289)	–	–
Net charge to retained earnings	\$ (16,118)	\$ 55,131	\$ 25,454	\$ 12,909
Accumulated charge to retained earnings, beginning of year	122,878	67,747	37,239	24,330
Accumulated charge to retained earnings, end of year	\$ 106,760	\$ 122,878	\$ 62,693	\$ 37,239

The significant actuarial assumptions adopted in measuring the Corporation's defined benefit obligations are as follows (weighted-average assumptions):

	Pension Plans		Post-Retirement Benefits	
	2012	2011	2012	2011
Discount rate	4.5%	5.2%	4.5%	5.2%
Rate of compensation increase	2.9%	3.8%	n/a	n/a
Inflation rate	2.0%	2.5%	n/a	n/a

The weighted average expected long-term rate of return used in the calculation of the 2012 pension expense was 7.2% (2011 – 7.6%).

At December 31, 2012, the Medical Services Plan trend rate is assumed to be six per cent per annum for the first seven years, decreasing to three per cent per annum thereafter. At December 31, 2011, the Medical Services Plan trend rate was assumed to be six per cent per annum for the first eight years, decreasing to three per cent per annum thereafter.

At December 31, 2012, the extended healthcare trend rate is assumed to be eight per cent per annum for the first year, decreasing linearly over seven years to five per cent per annum thereafter. At December 31, 2011, the extended healthcare trend rate was assumed to be eight per cent per annum for the first year, decreasing linearly over eight years to five per cent per annum thereafter.

The development of the Corporation's pension and post-retirement benefits plans may also be summarized as follows:

(\$ THOUSANDS)	Pension Plans			
	December 31, 2012	December 31, 2011	December 31, 2010	January 1, 2010
Fair value of plan assets	\$ 996,330	\$ 887,803	\$ 801,286	\$ 693,593
Defined benefit obligation	1,018,061	968,793	839,589	663,701
Funded status – plan (deficit) surplus	\$ (21,731)	\$ (80,990)	\$ (38,303)	\$ 29,892
Experience adjustments	2012	2011	2010	
Plan assets	\$ 15,351	\$ (11,622)	\$ 20,272	
Plan obligation	\$ 18,500	\$ –	\$ 5,316	

(\$ THOUSANDS)	Post-Retirement Benefits			
	December 31, 2012	December 31, 2011	December 31, 2010	January 1, 2010
Fair value of plan assets	\$ –	\$ –	\$ –	\$ –
Defined benefit obligation	265,794	224,503	196,862	159,331
Funded status – plan (deficit) surplus	\$ (265,794)	\$ (224,503)	\$ (196,862)	\$ (159,331)
Experience adjustments	2012	2011	2010	
Plan assets	n/a	n/a	n/a	
Plan obligation	\$ –	\$ –	\$ 4,589	

Actuarial gains and losses on the obligation are broken into two components. Assumption changes, and experience gains and losses, which are obligation changes due to actual demographic or economic experience being different from assumed.

16. Operating Costs by Nature

(\$ THOUSANDS)	2012	2011
Operating Costs – by nature		
Premium taxes and commission expense	\$ 502,403	\$ 483,729
Deferred premium acquisition cost adjustments	(11,351)	59,924
Employee benefit expense:		
Compensation and other employee benefits	381,691	390,869
Pension and post-retirement benefits (note 15)	43,620	38,031
Professional and other services	42,024	56,769
Road improvements and other traffic safety programs	32,148	34,051
Building operating expenses	31,546	32,040
Office supplies and postage	16,761	19,031
Computer costs	23,065	23,054
Depreciation and amortization	24,164	18,161
Restructuring costs (note 19)	24,968	–
Other (income) expenses	(4,751)	3,504
	\$ 1,106,288	\$ 1,159,163
Operating Costs – consolidated statement of comprehensive income		
Premium taxes and commissions – insurance	\$ 463,041	\$ 517,361
Claims services	257,136	262,247
Operating costs – insurance	187,864	208,285
Operating costs – non-insurance	89,254	86,400
Road safety and loss management services	56,014	58,578
Commissions – non-insurance	28,011	26,292
Restructuring costs (note 19)	24,968	–
	\$ 1,106,288	\$ 1,159,163

17. Deferred Premium Acquisition Costs and Prepaids

(\$ THOUSANDS)	2012	2011
Deferred premium acquisition costs, beginning of year	\$ 120,003	\$ 170,800
Acquisition costs related to future periods	223,385	219,709
Amortization of prior year acquisition costs	(120,003)	(170,800)
Actuarial valuation adjustment	(88,355)	(99,706)
Deferred premium acquisition costs, end of year	<u>\$ 135,030</u>	<u>\$ 120,003</u>
Optional	\$ 140,580	\$ 142,238
Basic	(5,550)	(22,235)
	<u>\$ 135,030</u>	<u>\$ 120,003</u>
Deferred premium acquisition costs	\$ 135,030	\$ 120,003
Prepaid expenses	8,383	9,461
Deferred premium acquisition costs and prepaid expenses	<u>\$ 143,413</u>	<u>\$ 129,464</u>

The commission and premium tax expenses reflected in the consolidated statement of comprehensive income are as follows:

(\$ THOUSANDS)	Commissions	Premium Taxes	Total
December 31, 2012			
Amount payable	\$ 332,117	\$ 173,962	\$ 506,079
Amortization of prior year deferred premium acquisition costs	77,643	42,360	120,003
Deferred premium acquisition costs	(85,525)	(49,505)	(135,030)
Premium taxes, commission expense and deferred premium acquisition costs	<u>\$ 324,235</u>	<u>\$ 166,817</u>	<u>\$ 491,052</u>
Represented as:			
Insurance	\$ 296,224	\$ 166,817	\$ 463,041
Non-insurance	28,011	-	28,011
	<u>\$ 324,235</u>	<u>\$ 166,817</u>	<u>\$ 491,052</u>
December 31, 2011			
Amount payable	\$ 328,523	\$ 164,333	\$ 492,856
Amortization of prior year deferred premium acquisition costs	108,596	62,204	170,800
Deferred premium acquisition costs	(77,643)	(42,360)	(120,003)
Premium taxes, commission expense and deferred premium acquisition costs	<u>\$ 359,476</u>	<u>\$ 184,177</u>	<u>\$ 543,653</u>
Represented as:			
Insurance	\$ 333,184	\$ 184,177	\$ 517,361
Non-insurance	26,292	-	26,292
	<u>\$ 359,476</u>	<u>\$ 184,177</u>	<u>\$ 543,653</u>

18. Related Party Transactions

ICBC is a wholly-owned Crown corporation of the Province of BC.

All transactions with the Province of BC ministries, agencies and Crown corporations occurred in the normal course of providing insurance, registration and licensing for motor vehicles and are at arm's length, which is representative of fair value unless otherwise disclosed in these notes.

The Corporation acts as an agent for the Ministry of Finance regarding the collection of social service taxes and tax on designated property on privately sold used vehicles and motor vehicle related debts, and the collection of the provincial portion of harmonized sales tax on imported vehicles. The Corporation is the sole provider of Basic automobile insurance (note 1) in the province and, therefore, insures, at market rates, vehicles owned or leased by the Province of BC and its controlled entities. As a consequence of these relationships, the Corporation has, at any time, amounts owing to or from various government departments or ministries in the ordinary course of business.

The Corporation is also responsible for collecting and remitting in full to the Province of BC all vehicle-related fees for acquiring and distributing licence plates and decals including permits and other fees and fines. The costs associated with the licensing and compliance activities conducted on behalf of the Province of BC are borne by the Corporation and are included in the consolidated statement of comprehensive income as operating costs – non-insurance.

The government directed the Corporation to transfer all of the excess Optional capital at December 31, 2012 to Basic insurance (note 20). At December 31, 2011, the excess Optional capital to be transferred to the Province of BC was \$101.4 million.

The Corporation has defined key management as members of the Board of Directors and management employees at the Vice-President level and above. The compensation for key management is shown below:

(\$ THOUSANDS)	2012	2011
Key management compensation		
Compensation and other employee benefits including restructuring costs	\$ 11,113	\$ 8,319
Pension and post-retirement benefits	877	939
	<u>\$ 11,990</u>	<u>\$ 9,258</u>

At December 31, 2012, \$4.7 million (2011 – \$1.7 million) was payable to key management.

The Corporation contributes to several defined benefit pension and post-retirement plans. Transactions with these entities are disclosed in note 15. During the year ended December 31, 2012, the Corporation incurred \$2.2 million (2011 – \$2.2 million) in administrative expenses and investment management fees on behalf of these plans interest free. In addition, the Corporation provides certain administrative, investment management and office services to the plans at no charge. At December 31, 2012, \$6.1 million (2011 – \$6.0 million) was payable to these plans for employer contributions.

Other related party transactions have been disclosed elsewhere in the notes to the consolidated financial statements.

19. Restructuring costs

During the year, the Corporation underwent a corporate wide restructuring and reduced the number of employees to improve efficiencies and meet business objectives. The Corporation has put in place a restructuring plan which has been communicated as at December 31, 2012. The Corporation has recorded a provision for severance costs of \$25.0 million associated with the termination of employees and the majority of these costs will be paid in 2013 and the remainder by 2015. The corresponding expense is presented on the consolidated statement of comprehensive income.

20. Capital Management

The Corporation's capital is comprised of retained earnings and other components of equity. The Corporation's objectives for managing capital are to maintain financial strength including the management of ongoing business risks and protect its ability to meet the obligations owed to policyholders and others.

The Corporation is guided by the capital management framework of the Office of the Superintendent of Financial Institutions Canada (OSFI), adopting OSFI's minimum capital test (MCT) as a means to measure and monitor the Corporation's capital levels. The MCT utilizes a risk-based formula to assess the solvency of an insurance company by defining the capital available that is required to meet the minimum standards. The Corporation has set for itself an internal corporate management target MCT ratio of a minimum of 175%. The Corporation was in compliance with this internal management target throughout 2012. At December 31, 2012, the Corporation's MCT was 200.4% (2011 – 189.2%), which includes the TP reserve as discussed below.

The corporate management target for MCT is comprised of two components being the Basic and Optional insurance business MCT targets. For the Basic insurance business, the British Columbia Government's Special Direction IC2 requires the Corporation, through BCUC oversight, to maintain capital available equal to at least 100% of MCT. BCUC has approved a Basic management target MCT ratio at a higher level, sufficient to prevent capital falling below the 100% minimum threshold in most years (note 22).

For the Optional insurance business, the *Insurance Corporation Act* requires the Corporation to maintain a management target, comprised of the supervisory target as set out in the MCT guideline, and the margin, calculated by the Corporation's actuary and validated by the independent actuary appointed by the Board of the Corporation that reflects the Corporation's risk profile and its ability to respond to adverse events that arise from those risks, the MCT guideline, and the Guideline on Stress Testing issued by OSFI.

Excess Optional capital at year-end, less any other deductions as approved by the Treasury Board, is to be transferred to the Province of BC by July 1 of the following year. For 2012, the Corporation did not transfer any of its excess Optional capital to the Province of BC as the government directed the Corporation to transfer all of its excess Optional capital to Basic insurance (note 22).

The Corporation is currently implementing a business renewal program known as the Transformation Program to address key business issues, including increased customer expectations regarding products, service and price along with replacing aging technology systems. The Transformation Program includes multiple projects to collectively help the Corporation achieve its strategy and future objectives. The funding required for this project is obtained from Optional capital. The Transformation Program reserve represents a component of retained earnings internally set aside for this program.

The reserve, net of costs expensed, is a Treasury Board approved deduction from the excess Optional capital transfer and is as follows:

(\$ THOUSANDS)	2012	2011
Transformation Program Reserve		
Balance, beginning of year	\$ 333,580	\$ 365,225
Costs including depreciation expensed during the year	(24,441)	(31,645)
Balance, end of year	<u>\$ 309,139</u>	<u>\$ 333,580</u>

During 2012, there were \$56.2 million (2011 – \$35.1 million) of Transformation Program costs capitalized in property, equipment and intangible assets (notes 10 and 11).

21. Contingent Liabilities and Commitments

a) Structured settlements

Certain injury claims are settled through the use of various structured settlements which require the Corporation to provide the claimant with periodic payments. The Corporation's injury claims are primarily settled through the use of structured settlements.

The Corporation purchases an annuity from an approved life insurance company to make these payments. In the event the life insurance company fails in its obligation, the risk to the Corporation is mitigated as the claimant will continue to receive payments, up to certain limits, from a not-for-profit organization that is funded by the insurance industry and endorsed by the Federal Government. The Corporation is only responsible for making payments for the excess, if any, between the claimant's annuity payments and the payment from the not-for-profit organization. At present, four federally licensed life insurance companies are approved for use by the Corporation. An insurance company is approved based on an ongoing analysis of total assets, credit rating analysis, and past service history. The present value of these structured settlements at December 31, 2012 is approximately \$1.13 billion (2011 – \$1.10 billion), which are not recorded in the consolidated financial statements of the Corporation. Management does not believe any provision for credit risk is required in relation to these annuities at December 31, 2012 as all approved life insurance companies are rated investment-grade and outstanding balances are backed by the not-for-profit organization. To date, the Corporation has not experienced any losses resulting from these arrangements.

b) Lease payments

The Corporation has entered into operating leases of certain rental properties for varying terms. The annual rental payments pursuant to these leases over the next five years and beyond and the net present value are as follows:

(\$ THOUSANDS)	Lease Payments	Net Present Value
Up to 1 year	\$ 12,456	\$ 11,989
Greater than 1 year, up to 5 years	24,878	23,040
Greater than 5 years	4,438	3,665
	\$ 41,772	\$ 38,694

The operating lease payments recognized as an expense during the year were \$17.5 million (2011 – \$16.5 million).

c) COPE 378/ICBC pension plan

The COPE Plan underwent an actuarial funding valuation as at December 31, 2011. The valuation results reflect that there is a significant solvency deficiency for the COPE Plan which results in a contribution increase. The Trustees of the COPE Plan are unable to reach agreement on how this increased contribution should be allocated between Plan members and the Corporation. Historically, the COPE Plan was funded equally by Plan members and the Corporation; and the Corporation has taken the position that the COPE Plan documents provide for equal cost sharing. On June 13, 2012, the Corporation filed a petition to the Supreme Court of British Columbia (the Court) to seek a declaration that the Trustees of the COPE Plan have a duty to take all steps necessary to cause Plan members and the Corporation to equally share the costs of the COPE Plan in all circumstances.

The Court hearing took place early in March, 2013 and a judgment was issued on March 27, 2013. The Court has dismissed the petition. As a result of this judgment, the Corporation would be required to fund significantly more than half the required contribution which could impact pension assets, obligation and expense. The Corporation has appealed this judgment and therefore, the impact of this judgment has not been reflected in these consolidated financial statements.

d) Other

The Corporation entered into three new agreements to provide mortgage funding in 2013 totalling \$6.0 million. In 2011, the Corporation entered into two commitments. One is for annual telecommunication services until 2021, with a total contract value of \$50.6 million and the other is for the acquisition of \$7.5 million of computer software by 2013.

22. Regulation over Basic Insurance

As discussed in note 1, the Corporation is subject to regulation by BCUC. BCUC has jurisdiction over the Corporation's rates and services for Basic insurance, and responsibility for ensuring that the Basic insurance business does not subsidize the Corporation's Optional insurance business.

In addition, BCUC sets rates for Basic insurance that allow it to achieve the regulated capital targets and is responsible for directing ICBC to achieve regulated targets for total Corporation and Optional insurance. Effective November 2012, where the estimates or outlook for the quarterly and/or year-end Basic minimum capital test (MCT) level fall below 100%, the BCUC has directed the Corporation to file a plan, within 60 days, for the restoration of MCT to or above the 100% minimum.

For the regulation of the Corporation's Basic insurance rates, BCUC is also required to ensure that the rates are just, reasonable, not unduly discriminatory and not unduly preferential. BCUC is required to fix rates on the basis of accepted actuarial practice, to pay for certain specified costs, to ensure the Corporation maintains the required capital, to ensure rates are not based on age, gender or marital status, and to ensure increases or decreases in rates are phased in, in a stable and predictable manner.

BCUC requires the Corporation to follow the financial allocation methodology it has approved with respect to allocating costs between Basic and Optional insurance business, and non-insurance business.

BCUC initiates regulatory processes on its own initiative or upon application by the Corporation. It uses oral hearing, written hearing, or negotiated settlement processes to review applications and subsequently issue legally binding decisions.

The Corporation is required to incur a portion of BCUC's general operating expenses as well as its costs associated with each ICBC proceeding. BCUC can also order the Corporation to reimburse other proceeding participants for specified costs such as legal and expert witness fees.

Allocation of Basic and Optional amounts

The Corporation operates its business using an integrated business model. Although the majority of premium revenues and costs are specifically identifiable as Basic or Optional (note 1), certain costs are not tracked separately. For those revenues and costs that are not specifically identified as Basic or Optional, a pro-rata method of allocation has been used to allocate the revenues and costs between the two lines of business. This method allocates revenues and costs to each line of business based on the drivers of those revenues and costs, the degree of causality and any BCUC directives. BCUC directives have been applied on a prospective basis.

Included in Basic are non-insurance costs, as the Corporation is required to provide non-insurance services such as driver and vehicle licensing and vehicle registration.

(\$ THOUSANDS)	Basic Coverage		Optional Coverage		Total	
	2012	2011	2012	2011	2012	2011
Net premiums written	\$ 2,292,622	\$ 2,053,470	\$ 1,617,455	\$ 1,639,366	\$ 3,910,077	\$ 3,692,836
Revenues						
Net premiums earned	\$ 2,178,607	\$ 2,054,598	\$ 1,632,779	\$ 1,618,612	\$ 3,811,386	\$ 3,673,210
Service fees	30,718	27,089	23,079	23,263	53,797	50,352
Total earned revenues	2,209,325	2,081,687	1,655,858	1,641,875	3,865,183	3,723,562
Claims and operating costs						
Provision for claims occurring in the current year (note 12)	2,072,493	1,941,504	950,206	938,626	3,022,699	2,880,130
Change in estimates for losses occurring in prior years (note 12)	(23,724)	(10,364)	(45,510)	(4,028)	(69,234)	(14,392)
Claim services, road safety and loss management services	206,451	211,177	106,699	109,648	313,150	320,825
	2,255,220	2,142,317	1,011,395	1,044,246	3,266,615	3,186,563
Operating costs – insurance (note 16)	83,625	89,504	104,239	118,781	187,864	208,285
Premium taxes and commissions – insurance (note 17)	139,454	203,782	323,587	313,579	463,041	517,361
	2,478,299	2,435,603	1,439,221	1,476,606	3,917,520	3,912,209
Underwriting (loss) income	(268,974)	(353,916)	216,637	165,269	(52,337)	(188,647)
Investment income (note 9)	280,946	278,428	162,180	163,052	443,126	441,480
Restructuring costs (note 19)	15,237	–	9,731	–	24,968	–
(Loss) income – insurance operations	(3,265)	(75,488)	369,086	328,321	365,821	252,833
Loss – non-insurance operations	(117,265)	(112,692)	–	–	(117,265)	(112,692)
Net (loss) income for the year	\$ (120,530)	\$ (188,180)	\$ 369,086	\$ 328,321	\$ 248,556	\$ 140,141
Equity						
Retained earnings, beginning of year	\$ 948,901	\$ 1,180,218	\$ 1,705,178	\$ 1,503,146	\$ 2,654,079	\$ 2,683,364
Net (loss) income for the year	(120,530)	(188,180)	369,086	328,321	248,556	140,141
Excess Optional capital transfer to Basic business (note 20)	372,588	–	(372,588)	–	–	–
Excess Optional capital transfer to Province of BC (note 18)	–	–	–	(101,386)	–	(101,386)
Pension and post-retirement benefits actuarial loss	(5,994)	(43,137)	(3,342)	(24,903)	(9,336)	(68,040)
Retained earnings, end of year	1,194,965	948,901	1,698,334	1,705,178	2,893,299	2,654,079
Other components of equity	232,530	180,780	121,488	91,615	354,018	272,395
Total equity	\$ 1,427,495	\$ 1,129,681	\$ 1,819,822	\$ 1,796,793	\$ 3,247,317	\$ 2,926,474

(\$ THOUSANDS)	Basic Coverage		Optional Coverage		Total	
	2012	2011	2012	2011	2012	2011
Liabilities						
Unearned premiums	\$ 1,086,006	\$ 971,990	\$ 775,312	\$ 790,636	\$ 1,861,318	\$ 1,762,626
Provision for unpaid claims (note 12)	\$ 5,291,068	\$ 4,823,481	\$ 1,710,871	\$ 1,669,238	\$ 7,001,939	\$ 6,492,719

23. Role of the Actuary and Auditor

The responsibility of the Board appointed external actuary is to report whether the annual valuation of the Corporation's policy liabilities which include provisions for claims and claims expenses, unearned premiums and deferred premium acquisition costs has been carried out in accordance with accepted actuarial practice and regulatory requirements. This involves reviewing the annual valuation work of the Corporation's actuary to ascertain i) whether it is within the range of acceptable actuarial practice, ii) the adequacy of procedures, systems, and the work of others relied upon, and iii) the appropriateness of assumptions made and methods employed. The external actuary, in verifying the underlying data used in the valuation, also makes use of the work of the independent auditor. The external actuary's report outlines the scope of his work and opinion.

The independent auditor has been appointed by the Board of Directors. The auditor's responsibility is to conduct an independent and objective audit of the consolidated financial statements in accordance with generally accepted auditing standards and report thereon. In carrying out the audit, the auditor considers the work of both the external actuary and the Corporation's actuary when considering the provision for claims and claims expenses, unearned premiums, and deferred premium acquisition costs. The auditor's report outlines the scope of the audit and related opinion.

corporate governance

Governance defines the roles, relationships, powers and accountability among shareholders, the Board of Directors and management. Governance of a Crown corporation also requires that responsibility be clearly articulated for meeting public policy objectives.

ICBC's relationship to government

ICBC is a Crown Corporation continued under the *Insurance Corporation Act*, and it is subject to the *Budget Transparency and Accountability Act* (BTAA) and the *Freedom of Information and Protection of Privacy Act*. Under these provincial laws, we are accountable for making public our strategic plan (i.e., Service Plan) and performance against the plan (i.e., Annual Report). In addition, we are required to provide financial and other information in accordance with the requirements of applicable legislation. In terms of providing Basic and Optional insurance and non-insurance services on behalf of government, ICBC must adhere to a number of acts, including:

- the *Insurance Corporation Act*;
- the *Insurance (Vehicle) Act*;
- the *Motor Vehicle Act*;
- the *Motor Vehicle (All Terrain) Act*;

ICBC was created under the *Insurance Corporation Act*. This legislation was amended in 2003 to establish the BCUC as the independent regulator for Basic insurance rates. As ICBC is the sole provider of Basic insurance in BC, this regulatory environment is important, providing customers with an independent and transparent review of our Basic insurance operations and an opportunity to be involved in the review. The non-insurance services we provide on behalf of the provincial government are set out in a Service Agreement between ICBC and the Province and are funded by Basic insurance premiums.

Individual Crown entities are also governed by the Government's Letter of Expectations established between each Crown corporation and the minister responsible. The Government's Letter of Expectations is an agreement on the respective roles and responsibilities of the provincial government and the corporation. It outlines high-level performance and reporting expectations, public policy issues and strategic priorities, as well as providing direction specific to ICBC in several key areas.

As demonstrated through the results reported in ICBC's 2012 Annual Report, ICBC has complied with the performance expectations outlined in our 2012 Government's Letter of Expectations. This includes the specific items outlined on the following page.

Government's Letter of Expectations	ICBC Alignment
climate change	
<ul style="list-style-type: none"> Contribute to the BC Provincial Government's climate action objectives and comply with the requirement to be carbon neutral in accordance with the <i>Greenhouse Gas Reduction Targets Act</i>. 	<ul style="list-style-type: none"> ICBC established the 2007 baseline of the company's environmental footprint and implemented government's SMARTTOOL to track and report on the company's greenhouse gas emissions. ICBC has met the requirement to be carbon neutral by 2010. ICBC continues to implement initiatives to reduce our carbon footprint, e.g., continuing energy retrofits, further switch to 100% recycled office paper, building the new Driver Licensing Centre to LEED Gold standards, and a 10 month internal "Curb the Carbon" campaign to encourage employees to help reduce greenhouse gas emissions. ICBC has sponsored campaigns that help drivers understand how good driving practices can reduce fuel costs, lower carbon emissions, and improve road safety.
capital management frameworks	
<ul style="list-style-type: none"> Comply with revised capital management frameworks for Basic and Optional insurance established by the Shareholder. ICBC will continue to review controllable costs in order to achieve the cost reduction targets agreed to by the Treasury Board. 	<ul style="list-style-type: none"> ICBC is complying with the revised capital management frameworks for Basic and Optional insurance. ICBC has aggressively addressed costs by implementing and exceeding the recommendations of the 2012 Government Review to significantly reduce operating costs.
transformation program	
<ul style="list-style-type: none"> Continue to invest in ICBC's systems, processes, and products as part of a Transformation Program to meet increasing customer expectations, better ensure the reliability of systems and improve options, and implement more streamlined processes for employees that will improve customer service. Conduct province-wide public engagement to gather input on a range of options for future Basic risk-sharing rate changes, the results of which will be shared with government and the public. 	<ul style="list-style-type: none"> ICBC is undertaking its multi-year Transformation Program, which includes multiple projects that will collectively help ICBC improve services and options for customers and will provide employees with the tools they need to be successful and to better meet customers' expectations. ICBC conducted a province-wide public engagement to gather input on potential changes to how the corporation sets premiums for Basic vehicle insurance coverage.
road safety laws	
<ul style="list-style-type: none"> Support implementation of government's new CareCard and legislation and regulations including new impaired driving and motorcycle safety laws and continue to support government's policy objectives with respect to off-road vehicles and any new priority transformational activities. 	<ul style="list-style-type: none"> ICBC works with government and stakeholders to implement road safety initiatives and supports these initiatives through public education and awareness strategies.
administration of government initiatives	
<ul style="list-style-type: none"> Work with the Shareholder to prepare an annual plan for all ICBC projects that support government initiatives for approval by Treasury Board. 	<ul style="list-style-type: none"> ICBC is working with the provincial government to establish an annual planning process for ICBC projects that are implemented in support of government initiatives.

The 2013 Government's Letter of Expectations is posted on our website at icbc.com. It continues ICBC's mandate to provide Basic and Optional auto insurance in an integrated manner with rates that are not based on age, gender or marital status, and to provide vehicle registration and licensing, driver licensing, violation ticket administration and government fine collection services on behalf of the provincial government. It continues many of the expectations from the 2012 Government's Letter of Expectations and, for 2013, includes direction to support the implementation of Government's new BC Services Card and continue to support Government's priority policy objectives and any new priority transformational initiatives. It also directs the corporation to implement the ICBC action plan in response to the 2012 Government Review and provide regular quarterly progress updates to government.

icbc board governance

The Board of Directors guides ICBC in fulfilling its mandate and sets our corporate direction. The Board and management approve our vision, mission, and values that guide us. The Board sets overall corporate strategy, our goal and the objectives and strategies upon which accountability and performance are evaluated. Performance is reviewed and reported regularly.

As a Crown corporation, ICBC's Board members are appointed by the Lieutenant Governor-in-Council. The Board of Directors consists of members with a broad range of expertise and experience. The individual members each play an important role and also contribute as members of committees of the Board. The chart on page 95 shows ICBC's Board of Directors and its committees, members and mandates.

The governance processes and guidelines outlining how the Board will carry out its duties of stewardship and accountability are set out in the Board Governance Manual, which is updated annually by the Governance Committee. ICBC's Board complies with the provincial government "Board Resourcing and Development Office Guidelines" and has adopted the guiding principles of the "Governance Framework for Crown Corporations: Best Practices Governance and Disclosure Guidelines". These principles provide an understanding of the roles and responsibilities for all parties that are part of the Crown corporation governance environment:

- Stewardship, leadership and effective functioning of the Board
- Clarity of roles and responsibilities
- Openness, trust and transparency
- Service and corporate citizenship
- Accountability and performance
- Value, innovation and continuous improvement

Additional information is available on our website at icbc.com/about-ICBC/company_info/corporate_governance.

Schedule of Guarantees and Indemnities

As at December 31, 2012

There were no guarantees or indemnities provided by the Corporation during the fiscal year 2012.

Schedule of Debts

As at December 31, 2012

There were no long term debts secured by the Corporation at December 31, 2012.

Financial Information Reconciliation

For the year ended December 31, 2012

(\$ THOUSANDS)

Consolidated statement of cash flows (see page 8)

Cash paid	\$ 4,566,184
Payments to vendors of property and equipment	<u>69,415</u>
Total payments	\$ 4,635,599

Adjustments:

Payments to claimants and third parties on behalf of claimants and other adjustments	<u>(1,683,803)</u>
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Total payments after adjustments**\$ 2,951,796****Amounts paid per the Financial Information Act schedules**

Employees	\$ 383,022
Board of directors	322
Suppliers for goods and services	2,568,452

Total payments**\$ 2,951,796**

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
ABE I.	107,141	3,501	BEAUREGARD G.	141,280	1,108
ABEL E.	80,755	0	BECK J.R.	119,287	7,946
ADAMS R.W.	104,361	1,297	BECK K.	76,423	2,635
ADLKIRCHNER A.G.	81,542	529	BEECH R.	76,600	0
AHERN P.A.	121,458	9,227	BEGGS J.	164,620	9,659
AITKEN R.	101,923	9,684	BEISICK R.	87,226	77
ALBANESE V.	196,922	4,850	BENINCASA J.	96,588	3,306
ALIMORADI S.	80,774	0	BENSON L.	107,880	3,518
ALLEN R.C.	98,868	1,381	BENTLEY L.	88,821	787
ALTWASSER F.P.	101,522	1,122	BEST L.	84,989	406
ANDERSEN C.L.	143,343	1,983	BEST V.	119,946	143
ANDERSEN J.C.	155,177	2,870	BESZEDES D.	85,328	955
ANDERSON C.	98,910	73	BETKER J.	96,752	4,037
ANDERSON D.R.	133,579	0	BIEBERSTEIN A.	82,630	954
ANDERSON W.	122,551	415	BIEHLER J.L.	76,326	817
ANDREW D.L.	86,944	2,351	BISHOP C.	91,091	163
ARAI B.	103,875	948	BISHOP SH.	78,936	0
ARCHIBALD J.	109,166	3,037	BISHOP SY.	157,850	758
ARMSTRONG C.	103,310	1,393	BJELDE C.	80,147	0
ARNETT L.	79,668	4,133	BJORNSON M.C.	87,015	7,197
ARNOLD K.	77,290	2,324	BLACK G.	147,472	4,073
ARTHUR J.	93,697	0	BLACK J.	108,728	5,244
ARTS M.A.	80,670	220	BLACKLOCK J.	101,305	5,414
ASAOKA S.M.	81,425	0	BLUCHER M.	368,154	103,523
ASAPH S.L.	86,372	1,682	BOAN D.	143,652	7,914
ATHERTON J.P.	131,369	4,694	BOAS L.	93,214	1,876
ATKINS P.L.	96,281	4,049	BODIN G.E.	99,760	9,383
AUGUSTINE B.	81,699	0	BODNAR C.P.	107,594	5,702
AUVACHE C.	85,126	52	BODNAR L.	98,332	4,305
BAADSVIK E.J.	103,386	1,584	BOGDANOVIC S.	75,973	95
BACHAND J.	101,278	2,999	BOGLARI S.	112,752	466
BADANIC D.J.	84,726	1,180	BOOTH B.A.	99,848	2,735
BADOWSKI R.L.	87,024	0	BOOTH M.	83,437	3,746
BAGHERI P.	77,626	2,440	BOOYENS J.	123,569	1,101
BAHI J.	75,939	148	BOURDIN E.	137,287	2,344
BAINS J.	132,932	2,565	BOURNE J.R.	94,079	515
BAINS S.	93,391	102	BOYTINCK T.	86,948	2,597
BAIRD P.	82,900	450	BRADSEN L.	76,597	1,142
BALDWIN K.	132,674	4,447	BRANDT T.E.	91,522	1,698
BALDWIN S.	88,517	5,661	BREARLEY A.	101,253	520
BALLANCE K.	117,221	1,497	BREGEDA K.	99,985	2,925
BANNISTER G.	83,126	2,009	BROPHY P.	110,170	586
BARLOW M.	78,785	9,342	BROWN G.G.	77,074	924
BARNES C.A.	95,133	2,462	BROWN K.	100,592	3,962
BARRETT S.	77,308	718	BROWN M.	81,401	0
BASARABA K.	79,949	2,232	BROWN R.	77,469	0
BASRA S.S.	105,710	0	BROWNE M.	108,208	0
BATISTA F.	146,507	3,469	BRUNAC-WHITE S.	81,614	4,401
BAUER G.W.	86,848	371	BRUNI N.C.	75,221	0
BAXTER N.	96,842	1,359	BRUNO M.	90,008	2,135
BEAUDOIN D.	144,253	4,196	BRUNSCH S.	134,608	411
BEAULIEU A.	253,556	1,870	BRYAN M.	109,713	5,902
BEAULIEU M.	75,458	497	BUDD B.	81,425	0

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
BURCHILL S.	82,848	547	CHANG P.	92,495	2,360
BURNETT P.	123,215	237	CHANG R.K.	114,281	3,363
BURNS O.	149,683	32,702	CHAPIN W.	297,000	21,423
BURRILL S.	81,143	41	CHAPMAN S.	86,785	0
BURROWS M.	88,096	439	CHAPUT R.	119,013	4,597
BUTLER G.	185,070	775	CHASE P.B.	100,775	81
CAIN P.	96,691	2,543	CHAUDHRY A.	334,190	6,671
CALBICK L.	86,972	1,185	CHAWLA G.	83,868	0
CAMPBELL B.	75,866	0	CHEADLE L.	75,266	1,611
CAMPBELL B.J.	108,102	2,218	CHELA S.	79,342	0
CAMPBELL E.J.	80,451	163	CHEN A.	116,321	4,917
CAMPBELL J.	92,998	0	CHENG B.	162,280	2,472
CAMPBELL J.H.	157,639	1,856	CHEUNG P.	104,062	967
CAMPBELL L.	109,983	2,610	CHEUNG R.	83,234	199
CANOFARI S.	116,581	2,244	CHIANG J.	169,441	506
CANTER J.	140,489	1,535	CHICOINE M.W.	204,122	4,335
CAO Q.	96,456	3,801	CHIU C.	124,734	892
CARABINE A.E.	94,589	0	CHIU G.	82,560	1,885
CARAGATA G.	86,079	855	CHIU G.L.	86,537	5,921
CARAVETTA M.	126,745	2,630	CHIU P.	79,882	0
CAREY D.	80,818	1,704	CHORNEY L.	87,207	237
CARKENER J.	97,931	2,731	CHORNEY T.	76,155	632
CARLOW J.	90,827	0	CHOW B.	86,010	0
CARNEY L.	86,256	0	CHOW K.	106,508	2,501
CARPENETTI A.	75,442	82	CHOW M.	115,200	2,757
CARPENTER W.	219,804	122,805	CHOW R.Y.	75,491	0
CARSTENS N.L.	104,749	1,778	CHRISTENSEN A.	101,798	6,670
CARSWELL G.	107,205	4,635	CHRISTENSEN H.F.	79,951	728
CARTER J.	159,193	3,380	CHU A.	100,604	2,613
CARTER L.M.	89,287	602	CHU E.	83,645	0
CARTER M.G.	109,740	5,732	CHUNG D.	85,400	34
CARTWRIGHT K.	75,014	6,523	CIAMPELLETTI J.	85,993	3,571
CARUSI A.	75,442	1,687	CIARDULLO G.	77,153	502
CARUSI J.	108,723	1,395	CICCOZZI F.	98,985	706
CARVAJAL L.	92,489	0	CLAIR K.	102,038	5,166
CASWELL B.	152,055	2,783	CLANCY D.	194,258	9,888
CASWELL D.	148,474	0	CLARK C.	107,788	3,068
CATALANO R.	85,248	0	CLARKE D.	93,871	0
CATLEY T.	90,259	1,340	CLENAHAN D.A.	101,215	3,694
CELETTI N.	189,010	425	CLENDENAN K.	120,543	1,093
CELIO A.	115,154	365	CLEVELAND K.	143,227	4,395
CHAHAL K.	79,160	1,972	CLIFFORD R.	153,290	2,088
CHAMBERLAIN P.W.	81,559	0	CLOUTIER J.N.	76,654	4,833
CHAN A.	90,130	1,596	COADY A.	200,668	3,836
CHAN B.R.	76,923	510	COATES W.	111,615	15,186
CHAN J.K.	82,589	0	COELHO L.M.	100,175	2,497
CHAN M.D.	106,004	355	COLES W.	75,894	20,716
CHAN R.	89,638	773	COLLINGS N.	75,565	275
CHAN S.	91,175	3,483	COLLINS B.	134,935	3,439
CHAN S.Y.	109,594	1,306	COMBERBACH S.	112,125	7,841
CHAN T.	157,819	1,682	CONNAGHAN S.P.	111,260	467
CHANDANI S.	104,213	1,173	CONSTABLE C.	94,362	1,144
CHANDRA S.	96,625	2,887	COOK B.	75,865	0

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
COOK C.	98,744	96	DICKSON P.	76,269	46
COOPER A.	119,070	442	DILWORTH J.	127,270	6,834
COOPER D.	95,481	461	DINNIE S.A.	81,123	460
COPP D.	93,327	1,242	DINOTO G.	78,267	548
CORSIE T.	98,354	4,453	DIXON B.J.	86,863	0
COULING G.	75,207	4,654	DIXON T.	103,212	8,167
COURTNEY T.	244,301	4,957	DOLINSKY R.	100,039	7,325
CRABTREE S.	94,126	258	DOMES J.M.	100,321	163
CRAIG B.	99,993	2,235	DONALDSON C.	108,499	1,108
CRAN G.	109,144	1,337	DONG J.	111,807	1,720
CRAVER S.A.	196,278	2,294	DOOLING J.	194,587	1,149
CRITOPH H.	77,112	1,819	DORAN A.	248,700	2,526
CROCKOCK P.	130,121	3,086	DORICIC J.	158,260	7,323
CROIN L.	112,376	75	DOSANJH J.K.	81,443	0
CROMBIE S.	291,404	7,793	DOWDELL A.	81,499	235
CROSS T.	98,412	245	DOWNEY M.	95,111	187
CRYSLER E.	96,166	1,430	DOYLE C.	80,451	3,770
CUDLIP A.G.	134,790	787	DRAPER L.	102,334	1,888
CULOS E.R.	106,020	1,592	DREYER P.	163,389	13,125
CURLL S.	76,947	0	DU PLESSIS A.	147,545	2,854
CURRAN C.	191,822	1,280	DUBE D.M.	217,877	2,089
CURRAN J.	76,658	350	DUDGEON D.	123,261	716
CUTAIA D.	85,079	1,665	DUDLEY A.	84,674	1,320
DAKIN M.	144,556	772	DUFAULT D.	77,763	3,498
DAMON C.L.	90,039	1,253	DUFFIELD J.	102,207	451
DANIELS P.	85,152	403	DUFFY J.	94,451	0
DARKE M.	75,132	4,133	DUNSTAN M.	138,351	7,852
DAVIDSON B.	81,554	1,461	DUNWOODY P.C.	157,256	6,621
DAVIS S.G.	90,312	531	DUSSEAULT T.	77,406	4,917
DAVIS T.	98,601	2,250	DUTCHYN D.W.	76,924	102
DAWKINS F.	76,729	278	DYCK M.H.	102,915	9,477
DAY T.M.	80,067	1,584	DYKSTRA J.	106,353	2,100
DE LEUR P.	111,053	13,525	EASTWOOD G.	212,508	3,754
DE ZEN R.	110,544	1,704	EDDIN S.	364,648	18,033
DEAN D.	103,104	21,039	EDEN G.	156,366	1,659
DEAN K.	93,223	319	EDWARDS B.	106,880	1,200
DEAR K.	98,916	239	EILERS K.E.	122,111	121
DEHESTANI A.	80,608	0	EKELUND D.A.	114,073	519
DELL A.	124,195	1,049	ELDER J.	191,663	1,954
DELMARK R.	109,626	5,427	ELKIN R.A.	113,290	2,517
DENIS P.K.	91,318	498	ELLIOTT G.	101,979	1,153
DENNIS C.	88,685	1,696	EMORY J.L.	77,565	439
DERBY L.	91,989	1,483	ENG M.	91,966	2,015
DESABRAIS B.	142,991	1,310	ENQVIST C.D.	99,662	252
DESHANE R.	98,102	200	ERHARDT J.	75,566	20
DEVRIES K.R.	87,733	2,876	ERICKSON D.M.	95,314	1,643
DHANANI Y.	110,439	584	EUPER V.	160,303	4,089
DI POMPONIO F.	75,349	575	EVANS A.	115,341	1,159
DI TOSTO R.S.	105,193	5,027	EVANS J.L.	102,829	4,620
DIAS R.	142,770	900	EVANS J.R.	80,797	2,185
DICESARE J.	88,594	510	EVERELL H.	107,177	2,966
DICKINSON J.	198,058	7,008	EVINGER P.	89,082	55
DICKSON L.	76,198	993	FAIRBRIDGE C.	126,238	3,153

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
FAIRHURST R.G.	102,093	1,580	GELIN K.	98,443	163
FANG M.	80,377	472	GEYSENDORPHER A.	97,563	0
FANTINIC N.A.	85,021	2,707	GHAELI R.	82,140	197
FARR J.	101,743	1,250	GIBSON C.	142,624	23,087
FARRELL S.M.	84,369	17,970	GIBSON M.	137,328	3,302
FAST L.	92,603	1,087	GIESBRECHT D.	92,791	325
FAVARO R.	92,533	183	GIGLIOTTI R.	81,966	625
FAZEKAS A.	98,529	957	GILES J.	99,675	51
FEARS E.M.	98,835	240	GILFILLAN S.	83,765	2,068
FEDOROFF G.	108,340	1,324	GILL S.	92,075	2,342
FELIX N.D.	115,032	844	GILLESPIE D.	104,035	550
FENRICH R.	194,125	3,648	GILLEY J.	121,708	749
FERRARI D.	123,113	1,021	GIN J.	96,449	2,250
FERRISS J.A.	77,437	3,804	GINTER G.	134,906	5,170
FIELDING J.	117,350	3,066	GIRARD M.A.	151,270	9,381
FILIPCHUK D.	98,886	1,003	GODARD M.	78,681	950
FISCHER P.	78,677	0	GODINEZ R.	113,093	0
FLEMING G.	154,507	899	GORCHYNSKI D.K.	192,130	1,086
FLORO S.	119,578	933	GORDON D.	87,979	3,267
FOLEY J.	86,712	837	GORDON T.	117,687	7,099
FOORT A.	88,500	798	GORMAN K.	147,373	2,641
FORBES I.	128,569	5,732	GORMICAN D.F.	143,177	2,574
FORD D.	95,156	7,815	GOSLING G.	122,128	201
FORMAN J.	108,218	5,301	GOSSIP P.	104,925	1,529
FORREST L.	98,953	149	GOULD A.	304,116	149
FORSTER D.	77,927	140	GOULET J.J.	102,483	2,584
FOWLER J.L.	82,675	763	GOVETT D.	263,635	5,682
FRANCIS M.J.	191,501	11,313	GRAHAM C.	104,827	1,901
FRANKS D.A.	87,954	0	GRAHAM L.	117,628	174
FRANSSSEN H.	77,104	712	GRAHN C.	99,200	124
FRANZKE I.	84,459	242	GRANT B.	95,881	7,831
FRASER S.	94,704	2,467	GRANT D.	83,369	305
FREEMAN N.	99,277	749	GRANT M.	78,435	0
FREEMAN S.	91,390	392	GRAVES J.	82,103	5,849
FRIDAY L.	128,415	782	GRAY D.	97,347	9,118
FRIESEN M.	94,084	966	GRAY J.S.	119,624	6,971
FRITZ J.	105,709	502	GRAY S.	83,246	1,549
FUKAKUSA G.	105,506	1,310	GRAYSON K.	103,612	1,209
FULLERTON S.	99,380	7,222	GREEF B.	81,345	257
FUNG B.	108,258	2,429	GREEN A.	92,109	1,116
FURLONG D.	106,504	63	GREEN J.	99,635	1,053
GABAS M.	102,094	1,431	GREEN L.	118,299	1,127
GALLANT C.L.	101,246	296	GREENE L.	115,362	3,176
GALLOWAY J.	85,034	5,028	GREENO C.	104,538	12,772
GAMBLE J.	131,846	4,133	GREER C.A.	81,898	0
GARDINER G.G.	108,583	400	GREGOIRE J.	82,474	0
GARDNER J.	111,839	870	GREGSON H.A.	81,262	1,189
GARDNER P.	145,509	1,415	GREWAL R.	75,442	1,098
GARLOUGH L.	86,087	155	GROSSE L.	130,893	1,146
GARRIOCH S.	81,247	2,041	GROSSMAN A.	108,971	2,785
GASTER H.R.	85,632	1,720	GUILLEMEN M.B.	96,986	907
GAULEY K.	119,496	1,717	GULLETT L.	145,353	4,044
GEBERT M.	95,066	3,571	GUNN D.	94,726	0

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
GUSTAFSON C.L.	79,367	5,691	HILLIAM K.J.	85,947	1,278
GUTICA V.	76,026	3,856	HINDS S.	111,413	3,726
GUYMER D.R.	84,767	174	HINTON M.	102,672	2,974
GWILT M.	82,652	2,144	HIZON E.	76,990	88
HACKETT P.W.	85,958	717	HO C.K.	83,613	0
HALCROW S.	79,835	0	HO D.	76,448	0
HALE R.	182,298	4,934	HO-REWCASTLE A.	113,727	925
HALL M.	106,228	1,146	HODGINS E.	195,994	2,428
HALPAPE T.J.	98,020	3,173	HOEFLOK A.	80,943	0
HAMILTON T.	156,255	3,041	HOLLAND G.	117,650	24
HANCOCK C.S.	114,272	12,248	HOLLAND S.	121,184	486
HANCOCK M.	191,508	8,196	HOLLEFREUND G.	81,110	1,582
HANCOCK S.	77,313	720	HONEYBUNN K.	98,497	243
HANER C.D.	100,739	3,760	HONG F.	118,411	1,869
HARDMAN G.	76,301	3,897	HOOTON A.	143,355	2,591
HARDY P.	86,463	372	HOPKINS D.P.	110,558	1,310
HARGRAVE M.	85,041	6,821	HORNE J.	158,284	13,244
HARNETT D.	90,818	8,174	HORNTVEDT R.G.	100,130	969
HARRINGTON D.	153,726	3,329	HORTON C.	371,603	4,707
HARRINGTON S.	154,506	5,313	HOSKINS B.D.	88,771	121
HARRIS J.F.	140,692	2,550	HOWARD A.	100,175	1,830
HARRISON L.	108,481	1,457	HUBER D.	97,451	1,671
HARRISON P.A.	117,844	803	HUBER J.	82,297	7,705
HARRON R.W.	188,994	4,392	HUGH J.	91,013	1,671
HART A.	108,519	393	HUGHES K.	79,700	2,087
HART J.P.	100,512	538	HUI J.	77,279	0
HATCHER J.	101,669	1,156	HUNDAL K.	75,523	0
HATTON K.	146,448	534	HUTSON J.R.	80,771	0
HAUKA L.	148,722	6,288	HUTTON R.C.	84,520	2,357
HAUSCH K.	100,129	163	HUXLEY K.	107,717	4,256
HAYDEN M.	117,398	285	IACOBAZZI E.	104,520	2,401
HAYWARD G.	103,420	3,867	IBBOTSON B.	96,778	1,292
HAYWARD T.	96,993	0	IRWIN K.	281,259	23,307
HAZLETT M.W.	100,003	197	ISAAC G.	76,618	1,785
HEESE R.	92,138	0	ISAAC T.R.	100,825	4,232
HEGINBOTTOM J.	97,151	2,095	ISLAM S.	96,656	953
HEINEKEY J.	123,593	1,815	ISMAEL K.	110,838	942
HEINZ E.R.	112,146	2,086	ISMAGILOVA J.	77,175	0
HEMBROUGH S.D.	99,396	11,388	IVISON M.	77,973	0
HENDERSON D.	130,549	2,791	JACKLIN D.	81,075	124
HENNIG I.	124,259	4,176	JACKSON C.C.	76,447	2,830
HEPHER K.A.	118,276	434	JACKSON D.	92,029	0
HERBERT S.	105,784	423	JACOBS M.	85,800	949
HERITAGE R.	125,743	251	JAFFRAY G.	84,760	0
HERTSLET D.	98,099	1,597	JAN VREM M.	143,821	4,318
HESS F.	305,469	10,385	JANDL R.D.	87,080	1,899
HESSE P.	76,312	787	JANSEN A.	91,888	1,107
HEUCHERT T.	124,944	2,936	JANSSEN K.	93,130	426
HIBBERT L.	110,490	4,108	JARVIS B.	297,367	8,630
HIEBERT B.	75,505	467	JAVER K.R.	85,485	537
HIEBERT K.	93,727	1,035	JENSEN L.	77,824	253
HILL D.	105,227	6,973	JERICK E.	79,121	8,957
HILL G.	128,203	1,765	JETTE D.	96,987	3,994

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
JEVONS D.P.	95,787	3,195	KETLER S.	93,410	1,799
JIMENEZ N.	221,627	12,941	KHAN S.	87,373	0
JIVANI K.	93,900	0	KILMARTIN K.	95,188	1,882
JIVRAJ R.	124,970	1,289	KILPATRICK J.	123,524	705
JOHAL B.	100,121	0	KIM H.	77,143	1,482
JOHAL G.K.	115,948	2,177	KIM W.	76,668	1,115
JOHANNESSEN B.	95,680	60	KIMBLE M.	79,611	1,694
JOHANSEN C.A.	75,462	1,996	KIRKHAM R.	153,527	3,781
JOHANSEN S.S.	91,105	0	KIRKNER A.	96,911	0
JOHE A.	96,704	132	KLASSEN M.H.	89,250	616
JOHL J.	86,978	5,341	KLETCHKO M.	96,395	2,082
JOHNSTON D.	146,793	2,618	KLOMSTAD H.	75,513	0
JOHNSTONE D.M.	204,197	514	KO E.	75,442	2,250
JOHNSTONE J.	129,881	1,458	KOENEN A.J.	87,025	0
JONES D.L.	123,332	529	KONG J.	88,818	1,149
JONES D.M.	78,966	89	KONING O.	139,617	930
JONES K.	140,966	3,561	KOSKI M.W.	92,859	0
JONES R.	124,720	1,128	KOSTUR J.	89,984	0
JONES R.A.	97,351	2,047	KOSTUR S.P.	87,791	921
JORDAN S.	98,784	4,005	KOUDI N.	76,338	805
JORGE C.	84,981	2,500	KOWEY B.	93,719	996
JORGENSON K.A.	136,449	3,043	KOZAR J.	77,624	0
JOSEPH M.	119,281	5,906	KOZYNIAK S.	109,577	863
JOYCE D.	144,361	3,299	KRALJ C.	84,364	779
JOYS K.	87,137	0	KRATCHMER P.	98,548	5,610
JUDGE J.	101,501	1,132	KRIMMER K.	78,887	20
JUNG M.N.	85,123	0	KRUSEL R.	82,345	91
JUNG S.	82,966	2,229	KUBIK P.	80,023	4,301
JUNNILA C.	79,158	146	KUCHER L.	111,070	22,585
JUTLA H.	128,298	2,165	KULLMAN N.	80,998	820
KAHLON R.	146,940	4,316	KUMAR A.	114,692	1,608
KAILA N.S.	123,255	5,223	KUMAR R.	77,202	197
KAILA-GREWAL I.	87,000	1,055	KUNG M.	86,841	0
KAJI J.H.	76,293	0	KUNZER A.	95,147	1,841
KAJIWARA D.	86,134	207	KUXHOUSE Y.	75,926	412
KAN C.	114,058	3,471	KWAN A.	93,526	718
KAN R.	105,806	119	KWAN H.	76,258	89
KANANI R.	75,871	0	KWAN J.Y.	135,361	15,884
KARASIUK J.	97,477	515	LABERMEYER J.	101,417	363
KARLICKI C.	84,978	4,241	LAI G.	77,651	71
KASSAM A.	110,161	1,652	LALLY B.M.	126,417	25
KATO N.K.	108,658	0	LAM K.K.	83,844	0
KAUFMANN K.	110,886	1,086	LAM R.	76,197	0
KAYSER T.	104,666	1,247	LAMBERT P.	87,982	6,128
KEGLER B.	112,456	5,813	LAMBERTON R.T.	96,996	3,803
KEKS L.G.	99,008	2,380	LANGEVIN Y.	76,598	78
KELENY R.	104,404	936	LANGTRY P.R.	82,586	1,161
KELLETT T.	108,905	248	LAPAIRE D.	117,574	1,906
KELLIHER M.	112,263	434	LARKE J.	99,525	1,764
KELLY M.	79,358	437	LARSEN P.G.	136,674	627
KENDRICK A.	88,001	0	LARSON W.	92,784	1,098
KENNEY L.	110,067	1,292	LAU E.	80,941	0
KEOUGH D.	101,185	2,820	LAU L.	87,976	2,869

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
LAUBE A.	86,863	0	LIN A.	144,408	500
LAUDADIO S.	130,455	4,499	LIN J.	91,279	0
LAUPLAND L.	133,966	686	LINDEN R.C.	85,783	1,158
LAURIE C.	134,336	7,900	LINDSAY B.	110,720	6,179
LAW W.	139,113	11,044	LINTON N.	135,957	3,851
LAWS L.	94,107	336	LINZMEIER J.L.	87,202	1,192
LEACH S.W.	75,349	185	LIVINGSTON P.	82,871	0
LEBRUN D.	112,759	2,942	LO F.	88,172	167
LEBRUN M.T.	103,152	2,638	LOACH A.	180,906	4,536
LEE AL.	103,241	1,188	LOCHRIE L.F.	79,302	0
LEE ANI.	90,255	987	LODER M.J.	124,499	3,161
LEE ANN.	146,931	602	LOGUE S.	112,073	1,219
LEE B.	76,038	1,485	LOHMEYER J.	181,117	6,889
LEE D.	112,056	304	LOISELLE S.	99,342	671
LEE E.	96,432	1,266	LOPEZ-DEE M.	94,576	1,601
LEE J.	90,087	848	LOPHTHIE T.L.	101,179	752
LEE J.C.	130,436	116	LOUGHEED G.	81,109	741
LEE M.	144,876	4,337	LU C.	81,425	1,093
LEE P.K.	88,355	0	LUCAS S.	193,528	2,101
LEE R.	101,370	0	LUCHIES J.	98,841	0
LEE VIC.	169,215	335	LUDVIG D.	80,656	252
LEE VIN.	75,474	0	LUFT E.	98,574	2,982
LEE-YOUNG D.	78,218	1,207	LUI E.	88,205	0
LEISHMAN D.	93,355	1,835	LUNDBEK C.	77,800	1,539
LEONG P.	205,230	3,348	LUONG T.	78,902	412
LEONG SH.	152,532	317	LUPTON V.L.	106,233	210
LEONG ST.	85,955	385	LUSH C.	79,669	900
LEPAGE V.	156,556	4,036	LUXTON B.	125,517	2,221
LEROSE J.	139,082	2,695	MA W.	75,852	0
LERVOLD C.	114,230	8,464	MACAPINLAC R.	90,315	98
LESKE M.C.	89,984	0	MACFADYEN E.	77,075	1,859
LESTON L.L.	86,678	738	MACFARLANE C.	110,605	432
LETKEMAN F.	116,140	6,079	MACFARLANE W.	145,373	7,251
LETKEMAN N.	129,383	5,366	MACKAY D.	93,447	3,116
LEUNG SAN.	79,513	4,993	MACKAY T.	75,442	0
LEUNG SAR.	89,220	4,477	MACKAY W.D.	85,365	10,052
LEUNG W.W.	90,034	0	MACKINNON C.	84,689	7,576
LEW J.	95,932	335	MACMILLAN A.	116,589	996
LEWICKI C.	107,339	1,497	MACMILLAN D.	115,696	74
LEWIS C.	100,599	3,040	MACNEIL C.	98,455	5,621
LEWIS F.	93,928	163	MADSEN S.	75,262	0
LEWKO A.	85,150	1,186	MAGAS U.M.	107,388	2,279
LEYLAND J.	114,917	614	MAH J.	76,087	4,187
LEZICA M.	79,011	439	MAIER B.	83,432	11,248
LI A.	143,408	7,999	MAITLAND R.	94,144	2,352
LI A.C.	85,144	0	MAK L.	129,489	1,537
LI C.	87,252	0	MAK Y.	75,393	700
LI E.	107,154	63	MAKAROWSKI R.W.	81,425	0
LI J.K.	183,108	729	MAKHIJANI B.M.	84,278	0
LI R.	76,602	596	MALCOLM M.	84,330	1,557
LIEDL R.V.	91,090	47	MAN M.	82,264	4,274
LILBURN P.	119,154	727	MANUEL H.	76,390	0
LIM S.	83,492	9,456	MAR T.T.	122,451	2,235

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
MARA M.	116,577	2,247	MEADE A.	96,318	3,264
MARCHI J.	135,665	4,254	MECKLE W.	81,867	1,081
MARION C.	86,100	134	MEGALLI A.	156,005	1,410
MAROCCHI R.	87,979	1,641	MEHROTARA H.	99,997	3,021
MARSH B.	123,465	3,835	MEIJER G.	102,937	1,081
MARSHALL L.	90,591	698	MELLOW G.	80,807	878
MARTIN J.	141,159	17,018	MENARD D.	121,277	2,367
MARTIN K.	142,736	3,047	METCALFE M.	87,974	0
MARTIN M.	105,519	236	METCALFE T.	80,503	171
MARTON F.	94,614	7,987	MEYER C.	99,523	1,223
MARWICK C.E.	103,149	625	MICELI M.	210,015	2,087
MARWICK G.	142,637	6,598	MICHAEL D.	80,597	0
MASON D.J.	141,706	832	MIKAELSEN R.	105,579	2,554
MATHESON C.	96,988	264	MIKKELSEN B.	86,398	1,863
MATHESON D.G.	86,782	872	MILLER G.	131,268	433
MATHIESON D.	103,098	2,929	MILLER S.	227,066	1,817
MATSUMURA R.	103,851	1,057	MILLS P.L.	104,105	271
MATTHEWS L.	135,014	242	MILNER M.	102,849	1,636
MATTHEWS R.	78,513	1,085	MINGO L.	117,948	5,883
MAZALEK T.	97,917	4,896	MINHAS G.	88,976	1,461
MCANDREW J.	93,867	1,380	MINOGUE C.	367,515	4,524
MCATEER A.	121,976	1,618	MITCHELL S.	80,088	7,374
MCBURNEY K.	88,665	6,179	MITCHNER L.M.	102,993	1,888
MCCARTHY M.J.	87,264	0	MITTON L.A.	215,661	203
MCCAULEY S.	99,711	62	MODERA S.	130,892	787
MCCREERY L.	141,604	3,837	MOEN G.D.	81,425	438
MCCUE K.	110,217	792	MOEN R.	156,777	2,899
MCCULLOUGH R.	104,178	3,354	MOFFAT M.	102,533	1,340
MCDANIEL J.	135,983	3,611	MOLLET K.C.	91,273	0
MCDERMOTT B.	99,562	163	MOLSTAD L.J.	223,410	1,987
MCDONALD B.	101,677	773	MONTGOMERIE K.	79,182	8,974
MCDONALD L.	117,850	1,260	MOORE J.N.	90,567	844
MCDONALD S.A.	77,644	52	MOORES D.A.	145,365	1,255
MCDOUGALL L.	207,897	461	MORRALL G.	98,880	966
MCDOUGALL P.	81,551	0	MORTON C.A.	166,130	2,455
MCEACHRYN T.	89,607	2,425	MOSCATO J.	112,627	370
MCEWEN S.	83,310	3,033	MOSLEY G.	81,812	0
MCFADDEN M.B.	78,459	8,062	MUNN K.	95,028	2,440
MCGACHIE J.	96,009	655	MUNRO C.	148,162	1,968
MCGINNIS J.C.	204,802	4,722	MUNRO D.	102,317	1,018
MCGRATH G.	115,327	212	MUROTA A.	104,538	0
MCILDOON A.	142,765	6,196	MURPHY M.	146,420	3,493
MCINTOSH S.	81,443	0	MURRAY R.	85,484	4,992
MCKINNEY T.	96,647	5,895	MURRU L.F.	96,588	254
MCKINNON K.	141,153	1,167	MUSSON D.	89,841	3,312
MCLAUGHLIN K.	106,865	3,857	MYERS L.	79,289	1,113
MCLEAN B.B.	81,573	0	NABATA G.	84,028	0
MCLEAN C.	137,637	10,490	NADALIN E.	98,006	3,062
MCLEAN T.	85,049	8,798	NADEAU D.P.	114,010	3,072
MCLENNAN R.	145,238	3,850	NAMISLO J.	77,490	6,455
MCNICHOLLS P.	146,452	3,754	NANOS L.	76,217	0
MCPHERSON R.E.	100,015	276	NARESH K.	86,041	377
MCPHIE D.	99,991	280	NASH B.T.	88,602	1,747

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
NATHAN V.	104,041	715	OTTO L.	99,815	653
NAVARRO M.	76,857	0	OUELLETTE G.M.	266,767	16,484
NAYLOR G.A.	187,290	383	OYE G.	101,320	2,908
NEEDHAM R.	163,508	126	PALK S.	85,304	2,511
NELSON K.	100,900	1,491	PALTIEL C.	95,272	71
NELSON L.G.	103,119	488	PAN J.	159,986	4,000
NELSON M.	168,673	3,133	PANDA A.	75,442	87
NEUDORF B.J.	82,456	274	PANZETTA Z.	79,157	0
NEWBY D.L.	130,432	61	PARFENIUK O.E.	112,127	597
NEWMAN B.	101,577	655	PARKES M.	97,476	4,058
NEWMAN T.	93,144	0	PARKINSON T.L.	91,496	10,190
NEWTON K.	98,795	0	PARSLOW K.	221,098	2,254
NEWTON M.J.	78,944	1,024	PASHA N.	80,451	0
NEWTON W.A.	115,964	200	PASIEKA K.	83,137	2,288
NG C.	85,205	367	PASQUALE S.	108,451	5,963
NG H.	141,847	1,245	PATEL A.K.	83,998	0
NG JANI.	111,244	221	PATEL J.	91,351	845
NG JANN.	93,233	0	PATEL S.	79,882	1,816
NG L.	77,674	0	PATTERSON M.H.	109,474	445
NG N.C.	75,785	0	PAULIK T.J.	137,117	1,263
NG P.	79,392	0	PAYNTER E.	112,307	1,539
NG Y.	82,066	0	PEACHEY A.	100,383	30
NGAI C.	86,800	698	PEACOCK A.	116,634	132
NGUYEN J.	105,689	0	PEARCE C.	104,563	322
NICHOLSON W.	99,608	1,888	PEDERSEN M.E.	87,349	4,318
NICK R.	99,667	1,526	PEEBLES M.R.	100,954	494
NICKASON N.	123,329	6,346	PELLOW H.G.	88,598	267
NITSCH A.	85,274	779	PENNINGTON C.	100,817	60
NOEL D.	137,087	683	PENSATO J.	116,098	202
NOFTALL J.	101,363	1,918	PENTECOST B.	101,105	593
NOORIZADEH M.	118,106	474	PEPA B.	93,033	5,780
NORMAN B.	96,267	0	PEPIN N.	89,185	181
NOUJAIME R.	99,278	3,104	PEREIRA F.	143,804	3,306
NOVAK E.	206,906	21,743	PEREIRA S.	100,094	3,781
NOVAKOVIC G.	81,629	0	PETCH D.	76,598	2,770
NUNN J.	87,969	604	PHILLIPS M.	249,852	856
NUSCHE M.G.	101,661	5,566	PICKARD G.	156,486	1,189
O'BRIEN A.	137,774	1,554	PIETRAMALA A.	112,158	355
O'BRIEN M.	114,111	1,703	PINIACH P.	100,623	157
O'BRIEN T.	265,112	1,701	PINILI M.A.	79,232	0
O'BYRNE K.	147,966	43	PLATTEN A.	275,988	5,896
O'CONNOR L.R.	76,745	1,725	POITRAS G.	101,225	6,961
O'REGAN M.	82,608	8,413	POLLARD R.	79,312	0
O'TOOLE T.M.	76,311	18	POLLOCK L.M.	109,651	785
OBVIAR D.	77,530	0	PONTALETTA A.G.	75,629	137
OCKENDEN T.	123,023	22,048	POOLE K.	119,692	744
OLDENDORFF G.	98,548	138	POOLE R.	82,675	80
OLIVER J.T.	85,278	1,145	POON J.	76,731	1,122
OLLEY L.	127,758	3,640	POP T.	78,387	8
OLSTROM L.	80,758	1,088	PORT C.R.	106,687	815
ONG S.	110,632	4,419	PORTER D.C.	105,885	230
OREA R.	80,662	6,040	PORTER J.	101,269	3,571
OSADCZUK S.	99,716	2,540	PORTERFIELD B.	82,762	0

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
POSYNIAK L.	302,349	12,808	RIDLEY N.F.	134,920	8,176
POTENTIER K.	85,151	973	RINKE C.R.	99,975	6,211
POTTERY J.C.	91,954	1,588	ROBERTSON A.	87,519	1,401
POTTS R.	81,024	13,341	ROBERTSON J.	123,310	2,922
POWAR K.	75,972	1,144	ROBICHAUD P.C.	91,579	0
POWER G.	114,885	2,424	ROBINSON C.F.	76,917	4,858
POWERS R.E.	112,021	3,470	ROBINSON K.	116,257	8,092
POZER D.	77,509	8,852	ROBINSON M.J.	107,640	237
PRICE A.	118,174	5,581	ROBSON P.	80,900	3,181
PRIHAR S.S.	80,761	1,036	ROMERO R.	106,324	716
PRINGLE D.	118,770	11,206	ROOT A.	131,127	3,297
PRINSLOO I.	163,142	3,716	ROSSI F.	75,450	34
PRIOR G.K.	405,047	5,202	ROTHER W.	81,247	0
PRIOR W.	88,474	1,391	RUMBALL T.	77,839	870
PROVENZANO T.A.	81,570	4,948	RUMBLE G.	143,725	17,710
PRZYBYLSKI M.	161,352	787	RUSSELL A.	75,876	0
PULKO M.	88,594	1,713	RUSSELL E.	79,954	0
PUMP J.	77,646	1,964	RUSSELL S.	212,539	2,429
PURCELL J.	81,770	622	RUSSELL S.B.	77,707	1,728
PUTNEY C.	144,716	4,125	RYAN C.M.	172,787	2,139
PYLMAN H.	197,251	2,754	RYE K.	169,650	2,964
QUAIL B.	98,569	1,043	RYUJIN H.	115,371	727
QUICK A.	95,164	0	SABA J.	165,076	1,298
QUON C.	76,847	694	SABET S.	79,551	132
RADOS T.	145,571	2,350	SADRA M.	123,093	2,269
RAFI A.	102,837	3,558	SAHOTA H.	109,808	324
RAI K.	76,879	0	SAITO R.	105,651	527
RAI S.	112,555	1,292	SALIM I.	100,671	0
RAIKMO P.	75,866	0	SANDERCOCK G.	77,318	4,175
RAJWANI K.	99,645	47	SANDHU K.	80,728	0
RAMSAY L.	79,409	0	SANDRIN F.	75,581	0
RAPOSO M.	75,883	74	SANDRIN R.J.	103,196	705
RASKI J.P.	90,131	2,280	SANGHA H.	75,816	0
RATCLIFFE K.	106,375	130	SARTORE J.	96,557	1,970
RAUTIO R.	109,297	3,722	SATHER L.	114,490	1,052
RAW M.	147,467	317	SAUNDERS V.A.	94,706	2,566
READ S.	177,600	324	SAVAGE D.	79,757	3,932
REDDY J.G.	78,975	2,180	SAVINS H.	89,796	518
REDMOND L.M.	145,716	1,685	SAWCHUK B.	95,111	1,551
REED S.M.	94,911	1,354	SAWYER A.	89,231	132
REGUSH H.	100,844	1,860	SAXON C.A.	106,525	195
REILLY K.	99,149	3,185	SAYERS T.	101,891	1,792
REIMER C.	84,330	0	SCACCIA L.	111,471	50
REIMER D.	143,852	3,072	SCHADEL V.R.	117,880	16,546
RENNEBERG C.	129,792	1,780	SCHICK D.	118,370	636
RENNIE A.R.	83,598	0	SCHMIDT M.	77,785	0
RHIM H.	88,991	0	SCHMIDT V.H.	85,529	2,183
RIBEIRO DA.	115,249	2,168	SCHNEIDER W.	76,848	337
RIBEIRO DR.	97,698	789	SCHOEMAN H.	124,158	2,073
RICH R.	76,516	0	SCHOLZ I.	77,293	0
RICHER A.P.	93,223	65	SCHRADER M.J.	100,463	3,213
RICKEY C.	109,871	918	SCHUBERT J.	413,008	33,670
RIDDLE C.	126,001	5,348	SCHUCK P.	112,843	160

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
SCHULTZ A.	95,654	3,731	SOLHEIM A.	130,647	0
SCHULZ J.	250,419	14,878	SOO J.	84,117	0
SCHURINK R.	86,999	63	SOO T.	79,569	209
SCHUURMAN W.	81,425	0	SOON L.	87,898	0
SCLATER R.	83,133	1,920	SOTHAM J.C.	85,037	517
SCOTT B.	83,859	638	SPEARMAN G.E.	81,551	0
SCOTT H.A.	83,619	15	SPENCE M.	142,076	7,608
SCOTT T.	83,596	116	SPENCER C.C.	75,474	0
SCULTETY J.	111,872	2,406	SPENCER J.	128,514	2,880
SEAH H.P.	76,555	777	SPENCER S.J.	78,865	184
SEARY S.A.	75,282	1,098	SPINKS P.	99,380	7,158
SEIP T.W.	107,291	5,876	SPRATT M.	119,433	6,725
SENGHERA G.	85,463	2,040	SPROULE R.	91,495	3,920
SENGHERA S.	128,261	7,499	SQUIRES F.	120,372	580
SETTER R.	103,628	840	ST AUBIN M.D.	108,848	1,851
SETTICASI P.	105,615	2,970	ST. LOUIS E.	97,125	6,130
SHANNON K.	83,777	0	ST. PIERRE A.	95,290	30
SHAUNTZ A.E.	106,594	3,691	STASTNY M.	80,185	0
SHAW C.A.	116,221	0	STATTON G.	106,521	1,271
SHAW I.	202,227	5,582	STEELE C.	84,677	2,038
SHEARD M.	89,287	335	STEFANI R.	75,425	10
SHEN R.	109,559	0	STEIRO C.	121,110	3,808
SHIBATA A.	118,821	268	STENNES D.	96,959	2,138
SHOTTON B.	117,590	3,045	STEPIEN S.E.	104,615	974
SI P.	115,853	564	STEVENS G.D.	81,043	0
SIDHU J.	92,335	2,429	STOCKLEY S.L.	83,232	0
SIEMENS B.	101,234	409	STONNELL B.	199,935	1,159
SILVEIRA N.	86,728	11,266	STORY R.J.	136,434	29,229
SILVEIRA P.	150,573	956	STOTT G.	93,750	455
SILVER C.	77,593	6,605	STRONG G.	126,382	383
SIMISTER J.R.	108,710	2,708	STRUTT J.	87,741	524
SIMONE S.	106,293	634	STUART L.	90,930	1,428
SIMONS H.	89,797	916	STURROCK L.	137,418	213
SIMPSON P.	83,773	1,459	STUSHNOFF D.	150,395	1,604
SIMPSON S.	101,352	0	SULLY M.	114,002	3,897
SINGBEIL K.M.	95,248	306	SUM J.Y.	85,728	0
SINGH R.	92,594	2,579	SUN M.	81,449	459
SIRDESHPANDE R.	142,561	428	SUNDARAM S.	75,522	0
SLADE I.	112,644	3,689	SURINE R.	80,755	1,393
SLEIGH C.E.	82,879	1,715	SUTHERLAND C.	100,253	869
SLESSOR D.	85,281	356	SUTHERLAND S.	75,012	6,257
SMEYERS M.J.	92,798	50	SWAN D.	113,454	0
SMITH A.	94,590	6,683	SWANSON M.W.	163,569	2,070
SMITH DA.	84,561	0	SWANSTON K.	84,537	0
SMITH DO.	97,970	2,206	SZETO C.	117,171	1,922
SMITH G.	103,510	3,828	SZETO V.	89,619	0
SMITH J.	96,288	0	SZYMANSKI A.	163,803	305
SMITH K.	80,154	25	TADEY C.M.	87,807	2,375
SMITH P.M.	83,807	0	TAM K.	135,439	7,606
SMITH SA.	75,266	212	TAM N.	83,489	3,274
SMITH SH.	85,592	4,085	TAN J.	168,260	1,638
SO J.	92,986	273	TANG C.	89,570	275
SODHI J.	98,971	3,310	TANG R.	119,799	466

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
TARASUK J.	200,367	2,893	VAN GRONDELLE A.	123,649	0
TAY T.	81,247	0	VAN HELVOIRT J.	193,405	2,949
TAYLOR D.	76,493	0	VAN ZOOLINGEN E.	79,738	2,643
TAYLOR K.	76,588	278	VANDEKERCKHOVE S.L.	75,721	238
TAYLOR L.T.	121,482	3,693	VANDERWEELE M.M.	144,179	3,062
TAYLOR M.M.	102,513	2,624	VASQUEZ M.	80,451	163
TAYLOR N.	205,888	842	VASS C.	75,606	940
TAYLOR S.	93,971	63	VASSILEV M.	87,319	1,210
TEIFFEL R.	109,481	1,312	VAVRIK J.	156,144	1,411
TEIMOURI F.	98,491	258	VELLESCIG M.	89,407	846
TEMPLE F.J.	225,396	4,042	VENIER E.	82,569	0
TENCH R.	162,245	1,499	VERGA T.	85,348	0
TERAGUCHI L.	134,918	402	VILAC L.D.	89,309	1,935
TERMUENDE R.	121,308	4,054	VILLANUEVA L.B.	79,756	1,007
TETLOW L.	97,615	1,643	VILLENEUVE N.	92,962	1,139
TEUBNER R.	107,089	1,206	VOHRADSKY G.	82,188	7,810
THICKENS D.	81,514	886	WAGNER C.	77,393	33
THIESSEN L.	92,934	67	WAINE N.	80,201	0
THIESSEN M.	91,368	5,854	WALDE R.I.	81,347	418
THIND R.	97,921	3,956	WALKER C.	105,126	705
THOM J.	107,745	5,728	WANG C.	96,661	3,590
THOMPSON M.	98,685	1,889	WANG H.	79,174	882
THOMSON B.	114,683	5,991	WANG R.	123,381	1,554
THOMSON K.B.	200,589	5,224	WANG X.	96,363	1,394
TILLYER E.	89,295	1,512	WARD R.	119,864	1,648
TODD R.R.	88,592	0	WARING R.	93,009	0
TOGNELA J.	100,959	11,052	WARKENTIN A.	107,197	801
TOMCZAK K.	85,693	2,933	WARNER R.O.	164,095	4,889
TONG K.	147,330	1,096	WARREN G.	86,433	0
TONG L.	77,931	2,326	WASSERMAN H.	81,748	4,133
TOOR S.	88,614	1,006	WATERMAN D.J.	99,385	1,858
TORRES D.	86,503	1,365	WATKINS L.M.	82,193	197
TOWELL R.	86,065	8,185	WATTS H.	106,880	0
TRAVERS J.	75,640	4,149	WEAVER D.	119,237	189
TRENDELL B.	115,355	0	WEBBER V.	94,746	4,566
TRIPP S.	145,697	2,327	WEBSTER T.	75,094	4,318
TSE L.	155,239	1,505	WEDEMIRE D.	102,997	579
TSUI J.W.	124,806	3,072	WEIGEL B.	198,681	1,310
TSUJI B.	76,734	37	WEIGHTMAN M.	78,394	3,045
TSUYUKI A.	96,651	2,319	WEISS R.	98,123	222
TUCK A.	125,515	4,283	WEIST G.	88,036	2,892
TULLOCH J.	83,223	584	WELFORD G.P.	76,261	5,070
TURKO D.A.	77,857	8,130	WELFORD P.	97,063	3,392
TUZZI M.	79,524	0	WELLWOOD M.	79,297	278
TYERMAN K.	75,260	83	WEN V.	91,689	1,549
TYLLER G.	201,338	5,701	WEST G.	83,173	10,000
ULVETEG C.	89,610	30	WEST L.	83,652	2,338
UNGER W.	94,274	0	WHITE B.E.	126,165	466
UYESUGI D.	118,546	1,692	WHITE L.C.	93,152	341
VAAGEN E.	140,916	1,934	WHITE S.	98,364	240
VAKHSHOURI K.	75,847	0	WHITFIELD K.	99,749	4,299
VALLEE B.	76,004	1,581	WIGGINS S.	130,181	12,077
VAN DER MERWE S.	147,256	4,902	WILCOX D.J.	106,724	3,844

Remuneration and expenses paid to employees for the year ended December 31, 2012

EMPLOYEE NAME	REMUNERATION	EXPENSES	EMPLOYEE NAME	REMUNERATION	EXPENSES
WILKINSON D.	95,988	1,333	WRIGHT R.W.	76,842	0
WILKINSON T.	75,683	888	WROE S.	86,835	2,181
WILLIAMS C.	100,308	757	WU Q.	85,025	0
WILLIAMS M.	81,295	0	WU Z.	78,832	1,084
WILLIAMS P.	110,340	4,147	WURZ S.	88,460	2,258
WILSON C.	84,215	5,320	YAN M.	81,646	0
WILSON D.A.	111,007	15,729	YAN S.L.	84,627	139
WILSON M.	81,164	1,139	YANG V.	124,416	82
WILSON M.G.	146,300	0	YAP K.	75,426	0
WILSON R.M.	159,607	1,918	YELLOWLEY D.	119,933	242
WING D.	299,627	9,846	YERXA M.B.	144,383	3,552
WIPPERMAN B.H.	129,662	2,493	YEUNG CH.	110,270	2,121
WIRCH G.	75,694	2,989	YEUNG CL.	120,803	1,327
WITSTEN J.J.	75,266	0	YEUNG CO.	75,903	0
WITZKE E.L.	75,137	373	YEUNG E.	111,188	3,342
WONG AL.	104,102	17,950	YEUNG V.	86,241	0
WONG AMA.	131,111	7,352	YEUNG W.	86,337	1,035
WONG AME.	81,104	0	YIP J.	136,391	1,527
WONG A.H.	75,059	0	YOSHIDA L.	124,378	2,331
WONG B.	126,919	1,882	YOUNG C.	88,017	3,117
WONG CH.	82,611	0	YOUNG K.E.	114,551	0
WONG CL.	78,371	3,085	YOUNG M.	75,743	152
WONG C.M.	80,416	650	YOUNG SH.	93,098	390
WONG D.	104,674	727	YOUNG ST.	83,056	4,118
WONG D.K.	99,876	1,500	YOUNG T.	76,117	0
WONG EDB.	80,113	63	YPENBURG K.D.	110,847	7,694
WONG EDM.	78,989	1,697	YUEN D.J.	84,159	0
WONG F.	82,151	987	YUEN H.	75,716	90
WONG J.	91,179	0	YUNG Y.W.	135,953	4,419
WONG K.	84,062	0	ZANOCCO V.	100,784	1,263
WONG K.H.	76,975	329	ZARYSKI T.	77,298	6,302
WONG K.W.	104,470	1,084	ZAURRINI M.G.	81,392	0
WONG N.S.	106,178	1,293	ZECH S.	106,040	1,588
WONG P.	80,260	0	ZENAROSA R.	90,386	1,295
WONG R.	136,955	404	ZHAO Z.	76,008	447
WOO M.	77,205	0	ZHENG Y.	81,305	0
WOOD D.	101,635	880	ZHOU Y.	114,091	2,244
WOOD J.	90,356	1,728			
WOOD J.D.	183,677	1,545	RECEIVER GEN. OF CANADA	16,157,785	0
WOODSKE J.M.	102,713	1,319			
WOODWARD M.	89,738	3,567	TOTAL FOR OVER \$75,000	\$ 162,578,419	3,354,583
WRIGHT B.	137,751	1,587	OTHER UNDER \$75,000	\$ 215,296,626	1,792,443
WRIGHT J.	91,671	84			
WRIGHT K.	99,913	1,017	GRAND TOTAL	\$ 377,875,045	5,147,026
WRIGHT M.	126,346	3,231			

There were 153 severance agreements made between ICBC & its non-unionized employees during fiscal year 2012. These agreements represent from 2 months to 18 months compensation.

Remuneration and expenses paid to members of the board of directors for the year ended December 31, 2012

NAME	POSITION	REMUNERATION	EXPENSES
TAYLOR P.	CHAIR	–	2,689
MCKINSTRY N. *	CHAIR	9,991	273
PORTER T.M. *	VICE-CHAIR	23,133	619
BOIVIE C.	DIRECTOR	33,725	842
DAVIDSON W.	DIRECTOR	36,012	–
HORNER B.	DIRECTOR	24,771	795
HORSWILL D.	DIRECTOR	35,050	–
HOWE M.	DIRECTOR	29,835	–
OLYNYK R.	DIRECTOR	20,140	5,735
RAI J.	DIRECTOR	39,725	–
SHIELDS S.	DIRECTOR	31,575	–
THORPE R.	DIRECTOR	20,509	6,064
TOTAL		\$ 304,466	\$ 17,017

* Retired from the Board in 2012.

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
A & A WONG'S INSURANCE SERVICES LTD	131,989	ABRAHAM INVESTIGATIONS & CONSULTING LTD	61,872
A & G AUTO BODY REPAIR (2002) LTD	446,778	ABSOLUTE AUTO LTD	611,890
A & J BODY SHOP (1983) LTD	439,470	ABSTRACT GLASS LTD	232,386
A & M TOWING	25,656	AC TAXI LTD	28,417
A & S INSURANCE SERVICES LTD	314,353	ACCELL AUTOGLASS LTD	176,687
A & T INSURANCE BROKER LTD	290,011	ACCENT GLASS WORLD	27,686
A C & D (QUESNEL) INSURANCE SERVICES LTD	545,923	ACCENTURE INC	2,119,090
A C & D (SQUAMISH) INSURANCE SERVICES LTD	306,700	ACCESS POINT INFORMATION CANADA INC	612,103
A C & D INSURANCE SERVICES LTD	652,361	ACCESS RECORDS & MEDIA MGMT LTD	73,835
A E BERRY LIMITED	143,164	ACCOST INSURANCE & FINANCIAL CENTRE INC	451,306
A J TOWING INC	129,290	ACCURATE AUTO BODY AND PAINT LTD	1,185,128
A JETWAY AUTOBODY REPAIR LTD	453,918	ACE ALDERGROVE COLLISION	53,749
A K AUTOBODY & REPAIR LTD (AK AUTOWORKS)	1,319,181	ACE AUTOBODY (CRESTON)	302,549
A L SOTT FINANCIAL (88TH) INC	619,231	ACE TRUCK & EQUIPMENT REPAIRS LTD	1,401,069
A M BUILDING MAINTENANCE LTD	34,433	ACH CONSULTING INC	301,025
A M FORD SALES LTD	71,189	ACKROYD INSURANCE AGENCIES LTD	392,560
A M STEVENS CONSULTING	25,222	ACKROYD PHYSIOTHERAPY CENTRE	25,655
A R C ACCOUNTS RECOVERY CORPORATION	146,257	ACME JANITOR SERVICE LTD	30,477
A R P COLLISION	258,905	ACR GLASS INC	138,088
A T MALCOLM & ASSOCIATES INC	35,717	ACTION GLASS INC	34,773
A W FRASER & ASSOCIATES	210,344	ACTION PACIFIC ENT LTD	295,949
A W JONES INSURANCE SERVICE LIMITED	170,999	ACTIVE INSURANCE & FINANCIAL MANAGEMENT	1,704,946
A-BEST AUTOBODY & FRAME LTD	597,696	ACTIVE KINETICS INC	106,716
A-CLASS AUTO BODY & PAINT LTD	1,351,503	ACTIVE MOBILITY PRODUCTS LTD	35,554
A-PLUS AUTOMOTIVE LTD	66,381	ACUITY INVESTMENT MANAGEMENT INC	84,385
A-PLUS RENT-A-CAR CO LTD	213,498	ADAM CHAN CHIROPRACTIC CORPORATION	27,650
A-Z EUROPE AUTO CARE (1984) LTD	812,070	ADAMS-BROADWAY INSURANCE SERVICES LTD	347,851
A-1 AUTO BODY LTD	663,439	ADEPT'S AUTO BODY	67,778
A-1 PAUL'S TRAILER REPAIR LTD	91,056	ADIEL FIXRIGHT COLLISION	28,905
AA-1 WINDSHIELD AND GLASS	110,659	ADJUSTERS NORTHWEST INC	100,955
AAA AUTO COLLISION INC	545,430	ADL OCCUPATIONAL THERAPY INC	31,745
AAA INSURANCE MARKET (SARDIS) INC (THE)	719,360	ADMIRAL INSURANCE SERVICES (PACIFIC) INC	508,852
AAIM ADJUSTERS LTD	121,103	ADMIRAL INSURANCE SERVICES (VANC WEST)	183,337
AALL GLASS LTD	251,787	ADMIRAL INSURANCE SERVICES INC	221,704
ABBA TOWING & STORAGE (1995) LTD	59,955	ADVANCE CLAIMS SERVICE LTD	118,719
ABBEY COLLISION LTD	2,023,933	ADVANCE COLLISION LTD	2,705,583
ABBEY MEDICAL SUPPLIES LTD	36,761	ADVANCE ENGINEERED PRODUCTS LTD	256,184
ABBOTSFORD GLASS LTD	31,086	ADVANCE TECH AUTOBODY & PAINT LTD	182,476
ABBOTSFORD TAXI LTD	46,302	ADVANCE TOWING	55,871
ABBOTSFORD'S MAXIMUM COLLISION LTD	1,380,181	ADVANCED MOBILITY PRODUCTS LTD (KELOWNA)	33,622
ABC AUTO & WINDOW GLASS LTD	416,441	ADVANCED MOBILITY PRODUCTS LTD (NANAIMO)	25,463
ABERDEEN ASSET MANAGEMENT INC	832,275	ADVANCED MOBILITY PRODUCTS LTD (VANC)	75,278
ABET INTERNATIONAL INVESTIGATIONS LTD	43,872	ADVANCED PARKING SYSTEMS LTD	171,779
ABLE AUTO BODY (PENTICTON)	41,809	ADVANTAGE CAR RENTAL LTD	33,524
ABLE AUTO BODY (SURREY) LTD	2,034,923	ADVANTAGE CLAIMS LTD	36,865
ABLE AUTO GLASS LTD (NEW WESTMINSTER)	127,335	ADVANTAGE COLLISION CO LTD	1,621,422
ABLE AUTOBODY (NEWTON)	1,054,695	ADVANTAGE INSURANCE SERVICES LTD	153,849
ABM JANITORIAL SERVICES CO LTD	30,961	ADVANTAGE SPEECH-LANGUAGE PATHOLOGY LTD	134,735
ABOUGOUSH COLLISION INC (BOYD-KELOWNA)	3,476,861	ADVANTAGE TOWING LTD	56,557
ABOUGOUSH COLLISION INC (BOYD-PENTICTON)	896,076	ADVENTURE RV CENTER LTD	26,397
ABOUGOUSH COLLISION INC (BOYD-RUTLAND)	1,058,107	AFFINITY INSURANCE SERVICES	115,008
ABOUGOUSH COLLISION INC (BOYD-WESTSIDE)	1,169,344	AFFLECK HIRA BURGOYNE LLP	966,071
ABOVE AUTO COLLISION RESTORATION	47,413	AFFORDABLE AUTOGLASS	64,202

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
AGAR PAINT & AUTOBODY INC	334,751	ALPHA PAINT & AUTO BODY LTD	49,635
AGGRESSIVE AUTO TOWING LTD	193,251	ALPINE AUTO BODY LTD	328,970
AGS AFFORDABLE GLASS SERVICES LTD	33,616	ALPINE GLASS WINDOWS & DOORS LTD	232,671
AIKENHEAD MOSCOVICH & JONES	1,410,302	ALPINE INSURANCE AGENCIES LTD	228,515
AIM CEDAR WORKS LTD	74,894	ALPORT INSURANCE AGENCIES INC	340,153
AINSWORTH KRIS	59,129	ALVERSON TAYLOR MORTENSEN & SANDERS	201,755
AIRLINK	28,288	AMBER AUTO BODY	152,943
AL PARKER AUTOBODY	111,723	AMC EAGLERIDGE INSURANCE SERVICE (2012)	219,652
ALASKA HI-WAY AUTO BODY (2004) LTD	3,277,753	AMC INSURANCE SERVICE (2008) LTD	133,439
ALASKA HI-WAY AUTO GLASS LTD	182,606	AMC INSURANCE SERVICE (2012) INC	69,505
ALBERNI GLASS & MIRROR	72,023	AMC INSURANCE SERVICE LTD	1,144,449
ALBERNI TOWING LTD	65,561	AMC INSURANCE SERVICES (2011) LTD	64,532
ALBRITE LIGHTING LTD	26,170	AMEC ENVIRONMENT & IFRASTRUCTURE	134,465
ALDER STREET AUTO BODY LTD	569,755	AMEX AUTO BODY LTD	229,855
ALDERGROVE A-1 GLASS LTD	237,113	AMIRI ALI DR	27,200
ALDERGROVE INSURANCE SERVICES LTD	582,130	ANCHOR INSURANCE AGENCIES LTD	257,920
ALEXANDER HOLBURN BEAUDIN & LANG LLP	2,489,324	ANDRE'S COLLISION REPAIRS LTD	617,986
ALL RISK INSURANCE AGENCIES LIMITED	565,890	ANDY LAL AUTO BODY & PAINTING LTD	40,042
ALL RITE TOWING	33,309	ANDY SORENSEN AUTOBODY & FRAME LTD	615,698
ALL SEASONS AUTO GLASS	67,269	ANNEX CONSULTING GROUP INC	4,274,531
ALL TECH TRANSPORT LTD (BUSTERS TOWING)	2,081,488	ANTLE TOWING LTD	37,540
ALL WRITE INSURANCE AGENCIES LTD	528,740	ANVIL MOBILE AUTO GLASS (PORT COQUITLAM)	149,824
ALL-WAYS TOWING (KUSTOM TOWING 2009 LTD)	165,493	ANVIL MOBILE AUTO GLASS (VANCOUVER)	266,652
ALL-WEST GLASS BURNS LAKE LTD	77,222	AON HEWITT INC	599,959
ALL-WEST GLASS CHETWYND LTD	70,139	AON REED STENHOUSE INC	702,797
ALL-WEST GLASS FORT NELSON LTD	80,520	AP INSURANCE SERVICES LTD	203,636
ALL-WEST GLASS FT ST JOHN LTD	247,740	APEL MARYANA DR PROFESSIONAL CORP	95,919
ALL-WEST GLASS HAZELTON LTD	46,622	APEX CLEANING SOLUTIONS	29,574
ALL-WEST GLASS HOUSTON LTD	116,235	APEX COLLISION	422,632
ALL-WEST GLASS KITIMAT LTD	191,955	APEX GLASS & SECURITY LTD	120,773
ALL-WEST GLASS PRINCE GEORGE LTD	255,668	APEX INSURANCE SERVICES LTD	867,051
ALL-WEST GLASS PRINCE RUPERT LTD	118,871	APOLLO CLINIC (THE)	53,273
ALL-WEST GLASS QUESNEL LTD	173,997	APPEALS UNLIMITED	83,696
ALL-WEST GLASS SMITHERS LTD	265,263	APPLE AUTO GLASS (ABBOTSFORD)	401,237
ALL-WEST GLASS TERRACE LTD	286,610	APPLE AUTO GLASS (CAMPBELL RIVER)	183,242
ALL-WEST GLASS VANDERHOOF LTD	62,309	APPLE AUTO GLASS (CASTLEGAR)	253,310
ALL-WEST HERITAGE GLASS LTD	146,246	APPLE AUTO GLASS (CHILLIWACK)	342,432
ALLCARE AUTO PROTECTION CENTRES	77,136	APPLE AUTO GLASS (COURTENAY)	401,750
ALLCARE PHYSIOTHERAPY & WELLNESS	28,053	APPLE AUTO GLASS (DAWSON CREEK)	371,829
ALLEGIENT SYSTEMS (CANADA) INC	421,119	APPLE AUTO GLASS (DUNCAN)	227,250
ALLENA CHONG INSURANCE AGENCIES LTD	116,202	APPLE AUTO GLASS (NANAIMO)	216,326
ALLIANCE CONCRETE PUMPS INC	45,588	APPLE AUTO GLASS (NELSON)	334,859
ALLIANCE SYSTEMS CONSULTING INC	47,334	APPLE AUTO GLASS (SALMON ARM)	224,192
ALLIED AUTOBODY REPAIR	73,882	APPLE AUTO GLASS (VERNON)	239,596
ALLIED INFORMATION CANADA INC	152,472	AR OT REHABILITATION SERVICES INC	424,439
ALLIED INSURANCE SERVICES INC	2,266,834	ARBOR BODY SHOP (1980) LTD	644,679
ALLISON DEBORAH DR	28,400	ARBUTUS INSURANCE BROKERS	270,051
ALLSET AUTO GLASS LTD	160,418	ARBUTUS RV & MARINE SALES LTD	53,798
ALLSTAR COLLISION SERVICES LTD	698,359	ARCHIBALD CLARKE & DEFIEUX (COQUITLAM)	237,028
ALLSTAR HOLDINGS INCORPORATED	49,957	ARCHIBALD CLARKE & DEFIEUX (PR RUPERT)	330,722
ALLWEST INSURANCE SERVICES LTD	9,364,871	ARCHIE'S AUTOWRECKING & TOWING	44,587
ALLWEST REPORTING LTD	130,617	ARGUS SOFTWARE INC	28,001
ALOUETTE TRANSIT SYSTEMS LTD	53,056	ARI FINANCIAL SERVICES INC	1,469,793

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
ARIA SOLUTIONS INC	2,994,456	AVIS RENT A CAR (VANC-SW MARINE)	53,624
ARMSTRONG COLLISION LTD	901,621	AVISCAR INC	97,186
ARMSTRONG PROCESS GROUP INC	38,312	AWARD PROSTHETICS INC	35,840
ARMSTRONG SIMPSON	129,532	AXIS INSURANCE MANAGERS INC	309,096
ARO INC	182,377	AZORCAN AUTO BODY REPAIR AND PAINTING	1,163,303
ARROW INSURANCE AGENCY LTD	1,066,650	B & A AUTO BODY	1,171,885
ARROWSMITH AUTOMOTIVE	54,843	B & B GLASS	64,530
ARTHUR JOHN S DR INC	210,081	B & D AUTO BODY LTD	2,953,700
ARTISTIC AUTO COLLISION LTD	114,177	B & D WALTER TRUCKING LTD	26,500
AS NEW AUTOBODY & GLASS LTD	786,409	B & H VENTURES LTD	35,481
ASC COLLISION REPAIR	505,588	B & M AUTO-CRAFT COLLISION LTD	1,276,156
ASC COLLISION REPAIR LTD	214,203	B & M GLASS & RENOVATING LTD	30,416
ASC-AUTOMOTIVE STYLING CENTRE LTD	35,683	B D MITCHELL PROSTHETIC & ORTHOTIC	44,172
ASHBERRY GLASS & WOODWORKING	28,272	BABINE TRUCK & EQUIPMENT LTD (PR GEORGE)	26,716
ASHCROFT INSURANCE ADJUSTERS	96,121	BABINE TRUCK & EQUIPMENT LTD (SMITHERS)	53,788
ASHLEY-PRYCE INTERIOR DESIGNERS INC	437,244	BACK IN MOTION FUNCTIONAL ASSESSMENTS INC	381,985
ASPECT SOFTWARE CANADA	62,094	BACK IN MOTION REHAB (COQUITLAM) INC	61,112
ASSOCIATED ECONOMIC CONSULTANTS LTD	27,930	BACK IN MOTION REHAB INC	49,008
ASTROGRAPHICS INDUSTRIES LTD	389,682	BADRY COLLISION REPAIRS INC	441,611
ATI TRUCK REPAIR LTD	628,012	BADYAL MANINDER DR INC	75,450
ATKINSON & TERRY INSURANCE BROKERS	8,150,342	BAILEY MARK DR	45,458
ATLAS ELECTRIC INC	100,769	BAJA AUTOBODY LTD	391,820
ATTS - AUTOMOTIVE TRAINING & TECHNICAL	41,891	BAKER MATERIALS ENGINEERING LTD	526,189
ATWAL'S INSURANCE & FINANCIAL CENTRE INC	699,359	BAKER NEWBY LLP	1,905,234
ATWATER INSURANCE AGENCY LTD	391,356	BALANCE IN MOTION	41,976
AUDATEX	4,977,465	BALFOUR AUTOBODY & GLASS LTD	265,866
AUDY AUTOBODY INC	535,472	BALLDE EAGLE ADJUSTING LLC	100,506
AURORA TRUCK CENTRE LTD	86,837	BANK OF MONTREAL	233,885
AUTO ART COMPLETE REPAIRS LTD	107,010	BANK OF NOVA SCOTIA	82,287
AUTO MIND COLLISION REPAIR (BURNABY)	1,187,318	BANNISTER CHEVROLET INC	979,935
AUTO MIND COLLISION REPAIR (RICHMOND)	2,289,132	BARE'S PAINT & BODYWORKS	638,842
AUTO MIND COLLISION REPAIR (SQUAMISH)	841,092	BARNES CRAIG & ASSOCIATES	223,799
AUTO MIND COLLISION REPAIR (VANCOUVER)	2,138,297	BARNES HARLEY-DAVIDSON BUELL	99,085
AUTO PLUS INSURANCE AGENCY INC	359,285	BARNES JACQUELINE	40,361
AUTO SENSE COLLISION LTD	1,389,966	BARNES WHEATON (N SURREY) CHEV BUICK GMC	172,256
AUTO STAR COLLISION CENTRE LTD	48,081	BARON INSURANCE AGENCIES GROUP INC	880,138
AUTO WEST BMW (MTK AUTO WEST LTD)	194,951	BASRA JASKARAMPAL	115,550
AUTO 2000 COLLISION LTD	117,278	BASRA STEVEN	142,250
AUTO-LAND BODY & MECHANIC LTD	189,627	BAVARA AUTO HAUS INC	1,992,140
AUTOBODY ONE INC	705,267	BAVARO AUTO BODY & AUTO GLASS	508,263
AUTOCRAFT AUTOBODY	111,631	BAY CITY INSURANCE SERVICES LTD	1,147,344
AUTOMALL AUTOBODY LTD	2,130,447	BAYSHORE HEALTHCARE LTD	106,083
AUTOMASTER AUTOBODY	427,164	BAYVIEW AUTO TOWING (2000) LTD	149,557
AUTOMOTIVE RESOURCE INTERNATIONAL	28,668	BAYWOOD GLASS INC	121,027
AUTOSMART COMPLETE REPAIRS & SERVICES INC	345,350	BC AUTOBODY & PAINTSHOP FIX AUTO BBY	497,079
AUTOW / B & B TOWING (QUESNEL TOWING LTD)	105,148	BC COLLISIONS LTD	1,050,130
AUTOWEST AUTOBODY LTD	232,463	BC FERRY SERVICES	82,543
AUTOWORKS COLLISION REPAIR LTD	542,458	BC HYDRO	1,252,583
AVENUE ALIGNMENT & BODY SHOP LTD	658,420	BC MEDEQUIP HOME HEALTHCARE LTD	514,280
AVIS RENT A CAR (COQUITLAM)	41,589	BC PROFESSIONAL & LEGAL INTERPRETERS INC	29,735
AVIS RENT A CAR (NEWTON)	51,618	BC PUBLIC INTEREST ADVOCACY CENTRE	33,611
AVIS RENT A CAR (NORTH VANCOUVER)	30,729	BCAA INSURANCE AGENCY LTD	15,182,819
AVIS RENT A CAR (SURREY-KING GEORGE)	359,753	BCAA ROAD SAFETY FOUNDATION	75,000

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
BDO CANADA LLP	32,065	BOB BROWN PONTIAC BUICK GMC LTD	308,657
BEATON TRUDY	35,251	BOB'S BARRIERE GLASS	66,053
BECK COLLISION SERVICES (LANGLEY)	944,370	BODO MOTORS AUTOMOTIVE SERVICES LTD	1,047,203
BECK ROBINSON & COMPANY	237,670	BODY-PLUS COLLISION REPAIR LTD	317,296
BECKMAN JEFF H DR INC	104,612	BODYCRAFT COLLISION LTD	1,185,689
BEE JAY AUTO WRECKING & TOWING	45,916	BODYFIT REHABILITATION SERVICES	89,523
BEGBIE GLASS CO LTD	66,683	BOISSEVAIN MICHAEL D DR	32,691
BEINDER DAVID - ADVENTURES IN FITNESS	48,016	BONIFACE CONSULTING	277,523
BEIRNESS & ASSOCIATES INC	50,000	BONNY'S TAXI LTD	46,485
BEL AIR TAXI LTD	38,386	BOORMAN INVESTMENT CO LTD	111,814
BELL CANADA	400,903	BORDEN LADNER GERVAIS LLP	2,496,825
BELL DESMOND DR	86,985	BORDEN LADNER GERVAIS LLP (TORONTO)	46,478
BELMONT COLLISION (1975) LTD	1,324,075	BOUGHTON LAW CORPORATION	36,395
BELRON CANADA INC	389,356	BOWEN ISLAND INSURANCE AGENCIES LTD	155,895
BEN AUTO BODY LTD	81,014	BOYCE DAVID W DR	37,135
BEN'S TOWING & AUTO WRECKING LTD	150,086	BOYD AUTO BODY & GLASS (ABBOTSFORD)	722,639
BENJAMIN TOWING CORP (COQUITLAM)	41,719	BOYD AUTO BODY & GLASS (LANGLEY)	965,624
BERGERAC LAKE EQUIPMENT	51,947	BOYD AUTO BODY & GLASS (MAPLE RIDGE)	993,211
BERK'S TOWING	27,605	BOYD AUTO BODY & GLASS (NEW WEST)	934,929
BERNARD & PARTNERS	1,138,878	BOYD AUTO BODY & GLASS (SOUTH VANC)	1,135,474
BERNIES CUSTOM AUTO BODY	47,513	BOYD AUTO BODY & GLASS (SURREY)	1,446,043
BEST AUTO BODY & PAINT LTD	613,957	BOYD AUTO BODY & GLASS (VIC-JOHN ST)	884,333
BEST CHOICE COLLISION LTD	374,369	BOYD AUTO BODY & GLASS (VIC-SOOKE)	716,784
BEST-VALU GLASS 2011 INC	231,891	BOYD AUTOBODY & GLASS (CALGARY)	113,758
BESTWAY AUTO BODY LTD	548,988	BOYD AUTOBODY & GLASS (EDMONTON)	31,747
BETA AUTO BODY SERVICES LTD	403,605	BOYD AUTOBODY & GLASS (RICHMOND)	880,765
BFL CANADA INSURANCE SERVICES INC	412,136	BOYLE MARC R DR INC	267,250
BHOPAL REHABILITATION CONSULTING	35,313	BOYLEY AUTO BODY	49,396
BIG CITY'S AUTO BODY LTD	431,523	BRADDAN PRIVATE HOSPITAL	39,334
BIG RIG COLLISION & PAINT LTD	1,073,812	BRAID INSURANCE AGENCIES LTD	43,462
BIG RIG TOWING & RECOVERY LTD	49,070	BRAIDWOOD & COMPANY	34,363
BILL HARTLEY INSURANCE SERVICES LTD	113,719	BRAINTRUST CANADA ASSOCIATION	29,345
BILL'S HEAVY DUTY ENTERPRISES (2004) LTD	128,182	BRANDALLIANCE (BC) INC DBA WILSON INT'L	53,477
BIO SOLUTIONS INC	388,512	BRIAN GIBBARD LAW CORP	88,411
BISHOP BRADLEY DR	39,744	BRIAN JESSEL BMW/SUBARU	195,958
BISHOP PAUL B DR	218,498	BRIAN'S GLASS	88,738
BISMARCK COLLISION & GLASS FACILITY	1,142,149	BRIDGE LAKE TOWING	39,878
BK DANCEY INVESTIGATION SERVICES	41,293	BRIDGEPORT COLLISION LTD	713,369
BKV ENTERPRISES LTD	34,393	BRIDGEVIEW INSURANCE CENTRE LTD	204,573
BLACK TOP CABS LTD	46,102	BRITANNIA AGENCIES (1986) LTD	219,679
BLACKROCK ASSET MANAGEMENT CANADA LTD	1,243,972	BROADWAY STATION WELLNESS CENTRE	34,942
BLAINE'S AUTOBODY & PAINT	63,607	BROCO AUTO GLASS (CHILLIWACK)	89,215
BLAIR MACKAY MYNETT VALUATIONS INC	114,650	BROCO AUTO GLASS (COQUITLAM)	313,164
BLASKOVICH CHIROPRACTIC	29,923	BROCO AUTO GLASS (KAMLOOPS)	241,307
BLOCK 81 HOLDINGS LTD	1,395,747	BROCO AUTO GLASS (KELOWNA)	145,415
BLOOMBERG FINANCE LP	126,176	BROCO AUTO GLASS (NEWTON)	393,956
BLUE CHIP JANITORIAL	34,944	BROCO AUTO GLASS (PORT KELLS)	239,567
BLUE CHIPS COLLISION REPAIR	1,084,735	BROCO AUTO GLASS (VANCOUVER-HASTINGS)	85,459
BLUE KNIGHT INVESTIGATIONS	44,305	BROCO AUTO GLASS (VANCOUVER-KINGSWAY)	355,794
BLUEBIRD CABS LTD	72,325	BROCO AUTO GLASS (VICTORIA-DOUGLAS)	144,669
BMC SOFTWARE CANADA INC	190,886	BROCO AUTO GLASS & UPHOLSTERY (BURNABY)	356,083
BMT GROUP SERVICES LTD	93,700	BROCO AUTO GLASS & UPHOLSTERY (COQUITLAM)	97,654
BMW STORE LTD (THE)	34,493	BROCO AUTO GLASS & UPHOLSTERY (HASTINGS)	45,633

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
BROCO AUTO GLASS & UPHOLSTERY (KAMLOOPS)	32,702	C-1 COLLISION REPAIR LTD	138,066
BROCO AUTO GLASS & UPHOLSTERY (LANGLEY)	453,479	CA CANADA COMPANY	381,461
BROCO AUTO GLASS & UPHOLSTERY (MPL RIDGE)	222,950	CACTUS COLLISION & PAINT INC	777,305
BROCO AUTO GLASS & UPHOLSTERY (NANAIMO)	315,944	CADBORO BAY INSURANCE AGENCY LTD	118,544
BROCO AUTO GLASS & UPHOLSTERY (NORTH VAN)	483,711	CALAMOS ADVISORS LLC	377,585
BROCO AUTO GLASS & UPHOLSTERY (RICHMOND)	476,994	CALEA LTD	141,727
BROCO AUTO GLASS & UPHOLSTERY (SW MARINE)	627,944	CALLA STRATEGIES	52,416
BROCO AUTO GLASS & UPHOLSTERY (VICTORIA)	68,114	CAM CLARK FORD LINCOLN LTD	938,757
BROCO GLASS (ABBOTSFORD)	129,992	CAMERON DONALD A DR INC	30,059
BROCO GLASS (SURREY)	274,064	CAMPBELL & FAIRWEATHER PSYCHOLOGY GROUP	49,334
BRODEX INDUSTRIES LTD	30,599	CAMPBELL BURTON & MCMULLAN	554,730
BROOKFIELD (BOPC) INC	318,779	CAMPBELL FROH MAY & RICE LLP	467,331
BROOKS KEVIN	30,672	CAMPBELL RIVER GLASS 2009 LTD	26,345
BROTHERS AUTOBODY REFINISHERS LTD	723,659	CAMPBELL SAUNDERS & COMPANY	81,357
BROTHERS INSURANCE AGENCY LTD	589,646	CAN AM CRUISERS INC	54,894
BROWN BROS AGENCIES LIMITED	260,854	CAN AM MOBILITY	71,322
BROWN BROS FORD SALES	56,391	CANADA POST CORPORATION	3,882,336
BROWN ROBIN B - P ENGINEERING	80,101	CANADA REVENUE AGENCY	83,880
BROWNRIDGE & COMPANY INSURANCE SERVICES	630,067	CANADA SAFEWAY LTD	149,060
BRUNETTE INSURANCE AGENCIES LTD	604,758	CANADIAN CAR & TRUCK RENTAL (MACKIE BROS)	85,704
BRYAN & COMPANY LLP	254,522	CANADIAN CLAIMS SERVICES INC	30,018
BRYAN'S AUTO BODY (SQUAMISH) LTD	376,549	CANADIAN SPRINGS	37,922
BUDGET CAR & TRUCK RENTAL	31,172	CANDAN RV CENTRE (TRAVELAND RV RENTALS)	38,687
BUDGET GLASS LTD	171,563	CANIL ROY G DR CHIROPRACTIC INC	38,050
BUDGET RENT-A-CAR OF BC LTD	191,229	CANPRO KING-REED LP (CKR GLOBAL INVEST)	795,021
BUDGET RENT-A-CAR OF BC LTD (BURNABY)	31,304	CAPGEMINI FINANCIAL SERVICES CANADA INC	175,024
BUDGET RENT-A-CAR OF BC LTD (PORT COQ)	30,786	CAPILANO VOLKSWAGEN AUDI INC	30,271
BUDGET RENT-A-CAR OF VICTORIA LTD	63,847	CAPITAL AUTO GLASS (DUNCAN)	31,627
BUDGET TOWING & REPAIRS	78,144	CAPITAL AUTO GLASS & UPHOLSTERY (VICT)	160,507
BULKLEY VALLEY INSURANCE SERVICES LTD	749,614	CAPITAL GLASS (COURTENAY)	174,236
BULLET AUTO GLASS & ACCESSORIES	100,167	CAPITAL GLASS (1996) LTD	38,270
BUNTAIN INSURANCE AGENCIES LTD	669,203	CAPITAL WEST INSURANCE AGENCIES INC	180,957
BURKE MCPHEETERS BORDNER & ESTES	47,009	CAPITAL WEST INSURANCE SERVICES (SURREY)	268,505
BURNABY AUTO BODY 1986 LTD	42,794	CAPITAL WEST INSURANCE SERVICES LTD	720,602
BURNABY KAWASAKI RETAIL LTD	38,475	CAPRI INSURANCE SERVICES LTD	6,710,763
BURNABY PHYSIO & WELLNESS	42,224	CARE CONCERNS LTD	64,823
BURNABY SQUARE ORTHOPEDIC & SPORTS	41,434	CARE POINT MEDICAL CENTRE	44,236
BURNS FITZPATRICK ROGERS SCHWARTZ	411,701	CARE TOWING (1991) LTD	34,317
BURNS PETER T, QC	88,410	CARFRA & LAWTON	1,954,735
BURRARD AUTO METAL LTD	47,365	CARIBOO COLLISION REPAIRS LTD	87,184
BURRARD AUTOSTRASSE COLLISION LTD	3,780,673	CARIBOO FORD LTD	45,903
BUSY BEE INSTALLATIONS	38,015	CARIBOO TOWING (DOWNTOWN SERVICE)	72,770
BUTLER AUTO SALES LTD	29,506	CARRUTHERS & COMPANY	519,924
BUZZ'S AUTOBODY LTD	2,346,622	CARSON INSURANCE BROKERS LTD	401,168
C & C INSURANCE AGENCIES LTD	593,481	CARSTAR 360 ABBOTSFORD	717,557
C & J REBEL ENTERPRISES LTD	46,755	CARSWELL	72,272
C & K COLLISION (CHANG KWONG AUTOBODY)	207,696	CARTER BODY & FRAME LTD	650,266
C & R TRUCK WEST LTD	1,405,153	CARTER CHEVROLET CADILLAC (NORTH SHORE)	872,055
C CARON CONSTRUCTION LTD	25,368	CARTER CHEVROLET CADILLAC BUICK GMC LTD	2,160,726
C G COYLE & ASSOCIATES INC	526,335	CARTER HONDA	44,049
C P AUTOBODY LTD	80,291	CASCADE INSURANCE AGENCIES (BURNABY) INC	879,195
C R NO 1 AUTO BODY LTD	1,266,007	CASEGEN TECHNOLOGIES LTD	48,666
C&D INSURANCE SERVICES LTD	169,676	CASEY JASON DR	25,341

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
CASEY LAW OFFICES	390,751	CHILLIWACK FORD	30,753
CASMAN INSURANCE AGENCY & FINANCIAL GROUP	573,161	CHILLIWACK INSURANCE AGENCIES LTD	322,526
CASSADY & COMPANY	1,396,789	CHILLIWACK TAXI LTD	28,932
CASTLE GLASS & WINDSHIELD LTD	87,849	CHIP'S AUTOGLASS & UPHOLSTERY	27,788
CATHAY PACIFIC INSSURANCE AGENCY LTD	80,412	CHOICE INSURANCE SERVICES INC	500,194
CATHERCOLE SHANE DR CHIROPRACTIC CORP	27,150	CHOMICKI BARIL MAH LLP	50,534
CAVA AUTO BODY (1988) LTD	85,712	CHRISTENSEN COLLISION & AUTO DETAIL	642,178
CAVE & COMPANY	1,261,308	CHRISTIE-PHOENIX (VICTORIA) LTD	237,216
CAVERLY SANDRA, CONSULTANT	47,777	CHUCK JUNG ASSOCIATES	367,153
CAWSTON GLASS	25,085	CHUN NORA	30,240
CB RICHARD ELLIS LIMITED	3,581,932	CIBC-GLOBAL TRANSACTION BANKING	100,188
CB'S AUTOTECH COLLISION & AUTOBODY REPAIR	742,711	CICI AUTO GLASS	54,428
CBI HEALTH CENTRE (DUNCAN)	57,220	CIRA MEDICAL SERVICES INC	986,112
CBI HEALTH CENTRE (LANGFORD)	47,523	CIRCUIT FRAME & SUSPENSION LTD (BOYD-COQ)	1,380,818
CBI HEALTH CENTRE (VICTORIA)	218,564	CIS INSURANCE BROKERS LTD	246,810
CBI HEALTH CENTRE - NANAIMO AQUATICS	33,284	CISCO WEBEX LLC	52,596
CBI HEALTH CENTRES	91,493	CISION CANADA INC	32,120
CBI HEALTH GROUP (NANAIMO)	234,313	CITY GLASS & WINDSHIELD SHOP LTD	95,291
CBI PHYSIOTHERAPY & REHAB (ABBOTSFORD)	35,117	CITY OF ABBOTSFORD	596,160
CBI PHYSIOTHERAPY & REHAB (COQUITLAM)	113,786	CITY OF BURNABY	284,192
CBI PHYSIOTHERAPY & REHAB (RICHMOND)	105,828	CITY OF CHILLIWACK	241,777
CBI PHYSIOTHERAPY & REHAB (SURREY)	282,517	CITY OF COQUITLAM	506,537
CBI PHYSIOTHERAPY & REHAB (VICTORIA)	41,202	CITY OF COURTENAY	76,446
CCL LABEL, A DIV OF CCL INDUSTRIES LTD	512,501	CITY OF DAWSON CREEK	38,513
CEDAR VALLEY PHYSIOTHERAPY & PAIN CLINIC	30,171	CITY OF FORT ST JOHN	39,277
CEDARS AT COBBLE HILL	34,413	CITY OF GREENWOOD	45,294
CELLTEX COLLISION REPAIRS LTD	311,979	CITY OF KAMLOOPS	115,845
CENTENNIAL AUTO BODY & GLASS LTD	196,555	CITY OF KELOWNA	169,581
CENTRAL AGENCIES LTD	523,298	CITY OF LANGFORD	99,518
CENTRAL CITY INSURANCE SERVICES INC	205,300	CITY OF LANGLEY	130,321
CENTRAL PARK PHYSIOTHERAPY & SPORTS	68,105	CITY OF NANAIMO	279,349
CENTURY COLLISION	703,849	CITY OF NEW WESTMINSTER	577,191
CENTURY GLASS (85) LTD	530,989	CITY OF NORTH VANCOUVER	994,567
CERIDIAN CANADA LTD	48,724	CITY OF PARKSVILLE	35,876
CERNA COLLISION LTD	370,132	CITY OF PENTICTON	149,694
CHAMBERS OLSON LTD	360,795	CITY OF PORT COQUITLAM	555,121
CHAMPION CHEVROLET LTD	483,968	CITY OF PORT MOODY	72,158
CHANOR TRUCK & AUTO REPAIRS LTD	25,981	CITY OF PRINCE GEORGE	376,844
CHAP'S AUTO BODY LTD	448,277	CITY OF RICHMOND	521,348
CHAREST REPORTING INC	133,796	CITY OF SURREY	1,448,848
CHARLESWORTH INSURANCE SERVICES LTD	801,643	CITY OF TERRACE	26,828
CHARLIES COLLISION & PAINT INC	521,209	CITY OF TRAIL	33,690
CHARLTON INSURANCE AGENCIES LTD	221,068	CITY OF VANCOUVER	1,878,650
CHAS & ASSOCIATES CONSULTING INC	129,967	CITY OF VERNON	151,228
CHASE AUTO & WINDOW GLASS LTD	111,831	CITY OF VICTORIA	288,080
CHECKWELL DECISION CORPORATION	26,599	CITY OF WHITE ROCK	51,250
CHEMO RV SALES & SERVICE LTD	52,211	CJ'S TOWING	32,211
CHEN HUAN-WEI DR, DC	40,400	CLAIMSPRO INC, AN SCM COMPANY	722,022
CHERNICK GRANT M P DR INC	34,973	CLARK AUTO BODY LTD	259,517
CHESHIRE HOMES SOCIETY OF BC	44,065	CLARK WILSON LLP	43,577
CHETWYND AUTO BODY 1994 LIMITED	244,456	CLASSIC COLLISION LTD	611,807
CHETWYND GLASS	144,418	CLASSIC GLASS & AUTO	622,751
CHILLIWACK AUTO GLASS & UPHOLSTERY LTD	250,209	CLASSIC IMAGE AUTOBODY	361,872

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
CLASSIC LIFECARE LTD	113,040	COMMERCIAL TRUCK EQUIPMENT (DANCO EQUIP)	30,549
CLASSIC TOWING COMPANY	145,129	COMMIT AUTO BODY & REPAIR LTD	262,567
CLAYMORE COLLISION LTD (BOYD-POCO)	1,769,350	COMMIT AUTOBODY & REPAIR (2012) LTD	175,912
CLAYTON TOWING	26,555	COMMUNITY THERAPISTS (1998) INC	2,213,954
CLEAN AIR SERVICES CANADA	30,464	COMOX VALLEY DODGE CHRYSLER JEEP LTD	478,975
CLEAR MARKETING INC	36,171	COMPETITION GLASS CO LTD	157,493
CLEAR VIEW GLASS & UPHOLSTERY LTD	213,926	COMPLETE CLAIMS MANAGEMENT PROFESSIONALS	48,971
CLEAR-VIEW GLASS (PRINCE GEORGE)	146,096	COMPLETE REHAB & WELLNESS SERVICES	120,706
CLEARBROOK GLASS 2007 LTD	218,531	COMPUGEN INC	344,669
CLEARWATER GLASS LTD	127,114	CONCEPT TRANSPORTERS	45,863
CLEARWATER TOWING LTD	33,741	CONCERT REAL ESTATE CORPORATION	147,913
CLEARWAY RENTALS INC	46,408	CONCERT REALTY SERVICES LTD	555,875
CLEARY INSURANCE AGENCIES LTD	269,958	CONNECT COMMUNITIES	136,572
CLOVER COLLISION REPAIRS (1991) LTD	44,799	CONNELL D G DR	47,573
CLOVER TOWING LTD	829,269	CONNOR CLARK & LUNN INVESTMENT MGMT LTD	1,267,404
CLOVERDALE AUTO METAL (1979) LTD	577,904	CONSOLIDATED CIVIL ENFORCEMENT BC INC	133,151
CLOVERDALE PHYSIOTHERAPY & SPORTS CLINIC	54,859	CONSULCO CONSULTANTS INC	27,959
CMLS FINANCIAL LTD	103,270	CONTINENTAL AUTO BODY LTD	159,161
CMW INSURANCE SERVICES LTD	105,204	COOKSON MOTORS LTD	42,123
CO-OPERATORS INSURANCE (THE)	5,376,323	COOPER'S USED AUTO PARTS	40,729
COACHE COLLISION LTD	2,090,591	COPART AUTO AUCTIONS	108,563
COACHWERKS AUTOMOTIVE RESTORATION	88,152	COQUITLAM AGENCIES (1982) LTD	323,337
COAST CAPITAL INSURANCE SERVICES LTD	6,594,393	COQUITLAM CUSTOM COLLISION CENTRE LTD	84,312
COAST CLAIMS SERVICE LTD	202,160	COQUITLAM TOWING & STORAGE CO LTD	628,465
COAST COLLISION	59,047	CORE AUTOBODY & REPAIR LIMITED	195,767
COAST MOUNTAIN BUS COMPANY LTD	844,641	CORNERSTONE ADJUSTERS INC	234,221
COAST MOUNTAIN CHEVROLET OLDSMOBILE LTD	33,717	CORONATION INSURANCE AGENCIES LTD	603,729
COAST REPORTING SERVICES	184,582	CORPORATE CLASSICS CATERERS	80,751
COASTAL COMMUNITY INSURANCE SERVICES	3,694,443	CORPORATION COMPUWARE DU CANADA	132,415
COASTAL FORD SALES LIMITED (BURNABY)	44,513	CORPORATION OF DELTA	156,085
COASTAL RANGE SYSTEMS INC	155,680	CORVETTE SPECIALTIES LTD	329,209
COASTLINE TOWING	94,393	COSMOS AUTOCARE (COSMIC COLLISION LTD)	660,284
COASTSIDE INVESTIGATIONS	25,225	COTTONWOOD AUTO BODY LTD	1,147,303
COBBLE HILL COLLISION CORPORATION	65,453	COTTONWOOD RV SALES & SERVICE LTD	114,621
COGHLAN JOHN K DR	132,048	COUNTY OF MODOC	28,568
COHEN DOUGLAS DR PSYCHOLOGICAL SERVICES	63,293	COURTENAY COLLISION SERVICES LTD	333,992
COLEMAN DOUGLAS S DR INC	62,925	COWICHAN COLLISION LTD	511,980
COLIN TAYLOR LAW CORPORATION	37,050	COWICHAN TOWING LTD	35,127
COLLIERS INTERNATIONAL REALTY ADVISORS	57,369	COYOTE COLLISION LTD	738,324
COLLIERS MACAULAY NICOLLS INC	229,087	COZENS WIENS LLP	243,842
COLLINGWOOD INSURANCE CENTRE INC	309,261	CRAFTLINE COLLISION	67,039
COLLINGWOOD WELLNESS INC	107,920	CRAFTSMAN COLLISION (1981) LTD (ABB-SFW)	686,527
COLLINS MANUFACTURING COMPANY LTD	111,779	CRAFTSMAN COLLISION (1981) LTD (ABBOTS)	1,501,474
COLLISION ANALYSIS LTD	73,335	CRAFTSMAN COLLISION (1981) LTD (BBY-IMP)	2,426,385
COLUMBIA COLLISION REPAIRS LTD	1,327,183	CRAFTSMAN COLLISION (1981) LTD (BBY-1ST)	1,350,695
COLUMBIA GLASS (1972) LTD	107,260	CRAFTSMAN COLLISION (1981) LTD (CAMBIE)	2,230,911
COLUMBIA INSURANCE SERVICES INC	260,131	CRAFTSMAN COLLISION (1981) LTD (CHILLWCK)	956,454
COLUMBIA PACIFIC CONSULTING GROUP INC	763,172	CRAFTSMAN COLLISION (1981) LTD (COQUIT)	1,604,072
COLUMBIA SPEECH AND LANGUAGE SERVICES INC	198,538	CRAFTSMAN COLLISION (1981) LTD (DELTA)	2,801,498
COLUMBIA TOWING LTD (GOLDEN)	51,078	CRAFTSMAN COLLISION (1981) LTD (KELOWNA)	1,364,000
COLUMBIA TOWING LTD (REVELSTOKE)	167,989	CRAFTSMAN COLLISION (1981) LTD (LANG-BYP)	2,333,250
COMFORT KEEPERS	61,292	CRAFTSMAN COLLISION (1981) LTD (LANG-96)	2,139,897
COMMERCIAL ELECTRONICS LTD	85,255	CRAFTSMAN COLLISION (1981) LTD (MPL RDG)	3,037,569

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
CRAFTSMAN COLLISION (1981) LTD (NANAIMO)	1,453,201	D BRAD HENRY LAW CORPORATION	27,315
CRAFTSMAN COLLISION (1981) LTD (NEWTON)	1,668,588	D J HUSBAND MEDIATION SERVICES	170,016
CRAFTSMAN COLLISION (1981) LTD (PORT COQ)	2,155,098	D J'S PAINT & BODY (1987) LTD	563,985
CRAFTSMAN COLLISION (1981) LTD (PT MOODY)	1,451,160	D'ARCY'S GLASS (2010) LTD	292,274
CRAFTSMAN COLLISION (1981) LTD (RICHMOND)	2,793,503	DALE BAZZANA AUTO BODY	55,580
CRAFTSMAN COLLISION (1981) LTD (SUR-32ND)	2,221,500	DAMS FORD LINCOLN SALES LTD (FRASER HWY)	1,222,395
CRAFTSMAN COLLISION (1981) LTD (VAN-MAIN)	2,146,291	DAMS FORD LINCOLN SALES LTD (104TH AVE)	1,094,356
CRAFTSMAN COLLISION (1981) LTD (VAN-1ST)	2,682,154	DAN THE MAN'S AUTOBODY REPAIRS LTD	674,966
CRAFTSMAN COLLISION (1981) LTD (VIC-BRDG)	1,668,376	DAN'S KAMLOOPS COLLISION CENTRE LTD	1,885,518
CRAFTSMAN COLLISION (1981) LTD (VIC-ESQU)	996,279	DATA REPRO COM LTD	74,846
CRAFTSMAN COLLISION (1981) LTD (VIC-ISL)	1,630,541	DATA WORKS TECHNOLOGY	36,266
CRAFTSMAN COLLISION (1981) LTD (WEST KEL)	765,000	DATACORE MAIL MANAGEMENT LTD	76,971
CRAFTSMAN COLLISION LTD (NORTH VANCOUVER)	2,097,891	DATAMARK SYSTEMS INC	1,105,863
CRAFTSMAN COLLISION LTD (VANC-POWELL ST)	1,381,345	DAVE DALE INSURANCE AGENCIES LTD	523,351
CRAFTSMAN COLLISION LTD (VANC-6TH AVE)	4,500,722	DAVID EYTAN ABRAHAM DR	252,317
CRANBROOK GLASS	74,900	DAVID J GOOK INSURANCE AGENCIES LTD	503,947
CRASHPAD COLLISION SERVICES LTD	136,762	DAVID MORSE & ASSOCIATES	51,630
CRAWFORD & COMPANY CANADA INC	79,090	DAVIDSON LAWYERS LLP	335,062
CREATIVE MOBILITY PRODUCTS INC	58,268	DAVIE & ASSOCIATES	907,789
CREATIVE THERAPY CONSULTANTS	163,763	DAVIS LLP	514,690
CRESTON CLASSIC GLASS & TRIM	31,842	DAWSON CREEK COLLISION	1,460,821
CRESTON VALLEY INSURANCE SERVICES LTD	663,799	DAY AND NIGHT TOWING & AUTOWRECKING	69,111
CROCKETT CONSULTING INC	61,835	DCT CHAMBERS TRUCKING LTD	180,878
CROSSMAN MARK W DR	255,332	DDI SELECTION & DEVELOPMENT SYSTEMS LTD	30,230
CROSSROADS PHYSIOTHERAPY & MASSAGE	39,374	DEAN NEUMANN PLC	462,049
CROWN CORPORATION EMPLOYERS' ASSOCIATION	43,000	DEARBORN MOTORS LTD	102,598
CROWN GLASS LTD	257,685	DECO PLUS PAINTING AND CONTRACTING LTD	76,425
CROWN PACIFIC COLLISION & SALES LTD	57,392	DEL ORO TOWING LTD	281,816
CRUISE CONSTRUCTION LTD	77,856	DELGIGLIO PHIL	31,366
CRUSH COLLISION LTD	27,511	DELOITTE & TOUCHE LLP	3,465,667
CRYSTAL GLASS CANADA LTD (CRANBROOK)	149,836	DELOITTE INC	134,763
CRYSTAL GLASS CANADA LTD (FERNIE)	122,866	DELTA SUNSHINE TAXI (1972) LTD	52,479
CRYSTAL GLASS CANADA LTD (KAMLOOPS)	279,172	DELTA TRUCK REPAIR LTD	40,218
CRYSTAL GLASS CANADA LTD (KEL-BYLAND)	205,201	DEN'S LADYSMITH COLLISION CENTRE INC	190,570
CRYSTAL GLASS CANADA LTD (KEL-PANDOSY)	256,010	DENNIS JONSSON MOTOR PRODUCTS LTD	488,809
CRYSTAL GLASS CANADA LTD (LANGLEY)	216,948	DESERT REGIONAL MEDICAL CENTER	60,370
CRYSTAL GLASS CANADA LTD (MAPLE RIDGE)	127,150	DESTINATION TOYOTA BURNABY	2,137,774
CRYSTAL GLASS CANADA LTD (NEW WEST)	107,249	DEUTSCHER TIMOTHY DR INC	36,219
CRYSTAL GLASS CANADA LTD (PRINCE GEORGE)	347,875	DEVON TRANSPORT LTD	54,430
CRYSTAL GLASS CANADA LTD (QUESNEL)	194,242	DEVON TRANSPORT LTD (BUDGET-COURTENAY)	33,397
CRYSTAL GLASS CANADA LTD (RICHMOND)	148,997	DEVON TRANSPORT LTD (BUDGET-CRANBROOK)	31,917
CRYSTAL GLASS CANADA LTD (SALMON ARM)	125,124	DEVON TRANSPORT LTD (BUDGET-DUNCAN)	66,314
CSA INVESTIGATIONS	115,544	DEVON TRANSPORT LTD (BUDGET-KAMLOOPS)	188,222
CULLEN GARY - CULLEN CONFLICT RESOLUTION	67,108	DEVON TRANSPORT LTD (BUDGET-KELOWNA)	186,138
CUMBERBIRCH INSURANCE AGENCY LTD	100,242	DEVON TRANSPORT LTD (BUDGET-NANAIMO)	98,811
CUNDARI SEIBEL LLP	2,121,369	DEVON TRANSPORT LTD (BUDGET-PARKSVILLE)	30,097
CUNNINGHAM LINDSEY CANADA LIMITED	63,459	DEVON TRANSPORT LTD (BUDGET-PENTICTON)	59,333
CUSHMAN & WAKEFIELD LEPAGE INC	35,547	DEVON TRANSPORT LTD (BUDGET-PORT ALBERNI)	27,912
CUT THUMB GLASS LTD	88,648	DEVON TRANSPORT LTD (BUDGET-PR GEORGE)	62,764
CUTBANKS AUTOBODY & GLASS LTD	395,336	DEVON TRANSPORT LTD (BUDGET-SALMON ARM)	49,696
CYGNUS SIGN MANAGEMENT INC	73,481	DEVON TRANSPORT LTD (BUDGET-VERNON)	68,253
D & B CUSTOM PAINTING LTD	33,128	DEVON TRANSPORT LTD (BUDGET-WEST KELOWNA)	43,862
D & K BODY SHOP CO LTD	137,166	DHALIWAL GURSARNJIT DR, DC	57,600

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
DHESI JASVINDER DR	45,450	DREW GREG	25,250
DIAMOND AUTO & WINDOW GLASS	123,691	DRIVING FORCE INC (THE)	129,970
DIAMOND AUTO DISPOSALS	94,223	DRUMMOND LAW CORPORATION	613,599
DICK'S TOWING INC	48,274	DUECK CHEVROLET BUICK CADILLAC GMC LTD	2,143,781
DIENER MICHELE, BPE	30,379	DUECK LANSDOWNE PONTIAC BUICK CADILLAC	1,461,608
DIONNE GLASS	95,902	DUKE REFRIGERATION & HVAC LTD	123,840
DIRECT TOWING	31,776	DUMORE'S COLLISION LTD	762,582
DISCOVERY CLAIMS SERVICES LTD	167,717	DUMOULIN BOSKOVICH LLP	1,828,811
DISCOVERY INSURANCE SERVICES LTD	406,428	DUNBAR INSURANCE AGENCY LTD	313,717
DISTRICT OF CLEARWATER	190,459	DUNDEE REALTY MANAGEMENT (BC) CORPORATION	504,271
DISTRICT OF HUDSON'S HOPE	117,332	DUNSMUIR & HORNBY LTD	1,308,997
DISTRICT OF MAPLE RIDGE	279,594	DWIGHTS HOMES & GARDENS LTD	25,495
DISTRICT OF NEW HAZELTON	284,457	DYE & DURHAM CORPORATION	479,625
DISTRICT OF NORTH VANCOUVER	316,401	DYNAMEX CANADA LIMITED	269,873
DISTRICT OF SAANICH	358,180	DYNAMIC FACILITY SERVICES LTD	77,137
DITA EXCHANGE INC	193,602	DYNAMIC REHAB SERVICES	76,322
DL ADJUSTERS LTD	354,432	DYNAMIC REHABILITATION	532,337
DNR TOWING INC	129,180	E J KLASSEN MOTORCADE LTD	213,114
DO-4-U AUTOBODY & PAINT	27,499	EAGLE AUTOMOTIVE CENTER	434,744
DOAK SHIRREFF	145,549	EAGLE COLLISION SERVICES LTD	54,606
DOBIE INSURANCE SERVICES LTD	384,148	EAGLE PROFESSIONAL RESOURCES INC	74,558
DOBSON'S GLASS LTD	304,911	EAGLE RIDGE AQUATIC CENTRE PHYSIOTHERAPY	65,397
DOC'S AUTO BODY (2007) LTD	438,513	EAST END AUTO BODY SHOP LTD	480,591
DOC'S AUTO BODY (2012) LTD	319,786	EASTGATE AUTOBODY SHOP (1981) LTD	731,020
DOCU-MAP CANADA	520,106	EASTWIN AUTO MODE LTD	48,748
DOLLAR THRIFTY (SURREY)	262,649	EBA ENGINEERING CONSULTANTS LTD	41,873
DOLLAR THRIFTY AUTOMOTIVE GROUP INC	32,434	EBSKO CANADA LTD	51,340
DOLO INVESTIGATIONS LTD	693,247	ECHLIN INSURANCE AGENCY LTD	365,316
DOMENICO MEDIATION & ADJUSTMENT SERVICES	102,196	ECKLER LTD	251,760
DOMMISSE I G DR INC	378,931	ECM ENGINEERING CONSULTANTS INC	32,008
DON BECK COLLISION LTD	2,446,057	ECONO GLASS LTD	50,579
DON DOCKSTEADER MOTORS LTD	25,248	ED KLASSEN PONTIAC BUICK GMC (1994) LTD	1,286,676
DON FOLK AUTOBODY	899,875	ED SCHRAM MOTORS LTD	67,486
DON RUSSELL INSURANCE AGENCIES LTD	41,897	EDELWEISS AUTO REPAIRS LTD	434,519
DON SHERRITT CONSULTING INC	26,466	EDWARD WONG PHYSIOTHERAPY CLINIC	61,983
DON UNRAU & ASSOCIATES	118,001	EFFECTIVE AUTO BODY REPAIR LTD	313,605
DON WOTHERSPOON & ASSOCIATES (FLEETWOOD)	442,336	EISENHUT INSURANCE AGENCIES LTD	525,864
DON WOTHERSPOON & ASSOCIATES (FRASER HTS)	238,548	ELAN DATA MAKERS	174,366
DON WOTHERSPOON & ASSOCIATES (NORDEL) LTD	368,143	ELITE BODY SHOP LTD	1,977,046
DON WOTHERSPOON & ASSOCIATES (PANORAMA)	529,659	ELITE XPRESS COLLISION SERVICES	977,721
DON WOTHERSPOON & ASSOCIATES (POCO) LTD	363,705	ELK VALLEY AUTO BODY (1983) LTD	150,376
DON WOTHERSPOON & ASSOCIATES (RICHMOND)	248,895	ELK VALLEY GLASS LTD	135,483
DON WOTHERSPOON & ASSOCIATES (VANCOUVER)	1,640,725	ELLIOTT T G DR INC	113,800
DON WOTHERSPOON & ASSOCIATES LTD	145,389	ELLIS CREEK AUTOBODY	399,607
DON'S AUTO BODY & PAINT SHOP LTD	708,022	ELLIS DAVID R DR	29,051
DON'S AUTO TOWING LTD	584,622	ELMERS INSURANCE AGENCY LTD DBA BARON INS	228,152
DONN DEAN COLLISION LTD	1,003,473	EMC CORPORATION OF CANADA	1,833,320
DORSET REALTY GROUP CANADA LTD	124,704	EMERGENCY AIRLIFT	25,599
DOUGLAS R SODERLAND LAW OFFICES	287,393	EMMET CAFFERKY & ASSOCIATES LTD	321,961
DOWNTOWN SERVICE TOWING LTD	63,251	ENCAPTIS BUSINESS SOLUTIONS INC	101,304
DPS ENTERPRISES LTD DBA SUSSEX INS AGENCY	165,314	ENCORE TOWING & SERVICE	32,416
DRAKE MEDOX HEALTH SERVICES INC	51,441	ENDERBY AUTO BODY LTD	339,337
DRAKE TOWING LTD	289,082	ENDERBY GLASS (1999)	25,503

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
ENTERPRISE GLASS LTD	65,430	FAST TRACK INVESTIGATIONS	197,128
ENTERPRISE RENT-A-CAR (ABBOTS-S FRASER)	58,776	FASTRACK AUTOBODY LTD	957,132
ENTERPRISE RENT-A-CAR (BBY-GILMORE AVE)	55,006	FAVERO K J DR INC	176,570
ENTERPRISE RENT-A-CAR (BBY-IMPERIAL ST)	180,098	FAWCETT INSURANCE AGENCY LTD	372,066
ENTERPRISE RENT-A-CAR (CHILLIWACK)	40,061	FAYE NAPLES PHYSIOTHERAPIST CORP	51,212
ENTERPRISE RENT-A-CAR (COQ-BARNET HWY)	93,395	FBIG INVESTIGATIONS (OKANAGAN) INC	135,752
ENTERPRISE RENT-A-CAR (KAMLOOPS)	26,144	FBIG INVESTIGATIONS INC (NANAIMO)	27,089
ENTERPRISE RENT-A-CAR (KING GEORGE HWY)	137,247	FEDERAL EXPRESS CANADA LTD	69,119
ENTERPRISE RENT-A-CAR (LANGLEY BYPASS)	301,085	FENDER'S AUTO BODY & PAINT LTD	1,398,079
ENTERPRISE RENT-A-CAR (MPL RDG-LOUGHEED)	43,493	FENNELL'S RV REPAIR LTD	40,277
ENTERPRISE RENT-A-CAR (N VAN-MARINE DR)	131,264	FERNY'S AUTO BODY SHOP LTD	212,087
ENTERPRISE RENT-A-CAR (NEW WESTMINSTER)	40,218	FERREIRA COLLISION CENTRES LTD	627,214
ENTERPRISE RENT-A-CAR (PRINCE GEORGE)	25,431	FHC REACTIVE INJURY MANAGEMENT LTD	686,061
ENTERPRISE RENT-A-CAR (RICH-BRIDGEPORT)	173,571	FIELD LAW	91,051
ENTERPRISE RENT-A-CAR (RICH-SMALLWOOD)	45,127	FIJI ISLAND AUTO REPAIRS LTD	566,172
ENTERPRISE RENT-A-CAR (SURREY-KING GEO)	29,290	FILBEY JAMES DR INC	58,807
ENTERPRISE RENT-A-CAR (SURREY-120TH ST)	46,634	FINE TOUCH AUTOBODY & GLASS LTD	401,263
ENTERPRISE RENT-A-CAR (SURREY-72ND AVE)	268,147	FIRST CANADIAN LOGISTICS LTD.	57,303
ENTERPRISE RENT-A-CAR (VANC-FRASER ST)	186,215	FIRST CAPITAL (LONGWOOD STATION) CORP	121,098
ENTERPRISE RENT-A-CAR (VANC-SW MARINE DR)	35,233	FIRST CHOICE TOWING (2007) LTD	173,998
ENTERPRISE RENT-A-CAR (VANC-WEST 1ST AVE)	69,586	FIRST CLASS AUTO BODY LTD	837,668
ENTERPRISE RENT-A-CAR CANADA LTD	125,390	FIRST INSURANCE AGENCIES LTD	952,404
ENTRUST LTD	36,242	FIRST RESPONSE GLASS LTD	207,148
ENVOY BAILIFFS & COLLECTION SERVICES LTD	138,298	FIRST TRUCK CENTRE VANCOUVER INC	1,139,490
ERIC GREENWOOD CONSTRUCTION	33,456	FIRST TRUCK COLLISION CENTRE LTD	426,146
ERIK'S RESTORATIONS INC	51,802	FIRST WEST INS SERVICES DBA ENVISION INS	2,858,925
ERNST & YOUNG LLP	166,326	FIRST WEST INS SERVICES DBA VALLEY FIRST	2,591,118
ERV'S AUTO BODY LTD	605,741	FIRST WEST INSURANCE SERVICES LTD	1,154,454
ES AUTO BODY (ES AUTO SALES LTD)	189,919	FIRST WESTERN INSURANCE SERVICES INC	237,362
ESSENTIAL AUTO COLLISION LTD	385,178	FIRSTCANADA ULC	42,177
ESSEX COLLISION SERVICES LTD	902,027	FIT BODY ATHLETICS	71,744
ESSEX INSURANCE AGENCY (1ST AVENUE) INC	323,326	FIX AUTO ABBOTSFORD (RENASCENT AUTO)	929,339
EURO-CAN BUILDING SERVICES LTD	26,442	FIX AUTO CANADA INC (CALGARY SOUTH CNTRL)	193,112
EUROSPEC AUTOBODY (2001) LTD	165,881	FIX AUTO CANADA INC (EDMONTON WEST)	335,422
EVERGREEN NURSING SERVICES LTD	383,427	FIX AUTO CHILLIWACK (RENASCENT AUTO)	696,489
EVOLVE ASSESSMENTS & DIAGNOSTICS LTD	29,766	FIX AUTO KELOWNA	236,304
EXCEL AUTOBODY LTD	395,385	FIX AUTO PORT MOODY	293,512
EXCEPTIONAL TOWING	53,065	FLAG AUTOMOTIVE SALES & LEASE LTD	1,374,148
EXPERT COLLISION (2002) LTD	621,575	FLEET BRAKE	32,569
EXPRESS LANE AUTOBODY LTD	264,658	FOCUS INVESTIGATIVE SERVICES INC	319,531
EXTREME AUTOBODY LTD	726,506	FOCUS REHABILITATION AND CONSULTING	119,660
EYFORD MACAULAY	2,326,374	FORENSIC DYNAMICS INC	255,590
F ADAMS & ASSOCIATES INSURANCE SERVICES	672,291	FORENSIC INVESTIGATIONS CANADA INC	100,225
FABRIS MCIVER HORNQUIST & RADCLIFFE	705,558	FORRESTER SWITZERLAND GMBH	115,150
FACTORY FINISH AUTO GLASS LTD	36,998	FORSONS ADJUSTING SERVICE	112,539
FAIRLANE COLLISION REPAIRS LTD	1,912,985	FORT CITY CHRYSLER SALES LTD	36,504
FALCON EQUIPMENT LTD	93,934	FORT MOTORS LTD	32,288
FALKINS INSURANCE GROUP LIMITED	2,792,910	FORT NELSON AUTOBODY (1999)	264,145
FALSE CREEK COLLISION	686,051	FORTISBC	570,931
FAME FACILITY SOFTWARE SOLUTIONS INC	38,976	FORWORDS COMMUNICATION INC	27,918
FARBROOK AUTO WRECKING 1979 LTD	34,864	FOUNTAIN TIRE	41,941
FASKEN MARTINEAU DUMOULIN LLP	1,223,106	FOX FLIGHT INC	30,800
FAST FRIENDLY RELIABLE GLASS SERVICE	55,645	FP&H LAWYERS	145,927

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
FRANK'S AUTO BODY REPAIR	1,313,312	GILBERT KIRBY STRINGER	286,502
FRASER AUTO DENT & COLOR	54,764	GILLESPIE RENKEMA BARNETT BROADWAY LLP	1,374,762
FRASER BURRARD DIVING LTD	164,953	GITTENS WINSTON DR INC	40,811
FRASER CANYON GLASS LTD	69,886	GIVER A YANK TOWING & PICKER SERVICE	42,363
FRASER HEALTH AUTHORITY	219,386	GJB HOLDINGS LTD	27,963
FRASER MILNER CASGRAIN LLP	93,236	GK WOODWARD & ASSOCIATES	131,825
FRASER RIVER PAINT & BODY LTD	453,804	GLACIER TOYOTA	30,383
FRASER VALLEY AUTO GLASS AND DETAILING	92,296	GLACIER-VIEW INVESTIGATIVE SERVICES	32,896
FRASER VALLEY ORTHOPEDIC & SPORTS PHYSIO	281,013	GLASS DOCTOR ABBY	110,237
FRASER VALLEY REHAB SHOP LTD	50,565	GLASS DOCTOR NORTH VANCOUVER	233,219
FRASERVIEW COLLISION REPAIR LTD	1,164,761	GLASS HOUSE (THE)	60,770
FRASERWAY RV CENTRE LTD (CLEARBROOK)	116,750	GLASSHOUSE SYSTEMS INC	694,223
FRASERWAY RV CENTRE LTD (DELTA)	32,002	GLENMERRY GLASS LTD	138,020
FRASERWAY RV GP LTD	35,496	GLENN MOUNTAIN ORTHOPEDIC & SPORTS PHYSIO	47,159
FRASERWEST LAW GROUP LLP	679,677	GLOBAL AUTOBODY & PAINT LTD	33,165
FRED'S AUTOBODY & PAINT (FRED GOWER ENT)	868,103	GLOBAL EXCEL MANAGEMENT INC	36,317
FREIGHTLINER OF CRANBROOK LTD	143,125	GLOBAL INSURANCE AGENCY (2007) LTD	177,645
FRITZ SHIRREFF VICKERS	510,069	GLOBAL INSURANCE AGENCY (2008) LTD	183,822
FROH ROBERT DR INC	174,432	GLOBAL INSURANCE AGENCY LTD	346,418
FRONT LINE GLASS SOLUTIONS LTD	26,813	GLOBAL KNOWLEDGE NETWORK CANADA INC	67,800
FRONTIER CHRYSLER LIMITED	46,345	GMR ADVANCED AUTOWORKS (ROB'S AUTO CARE)	480,567
FUNCTIONAL OUTCOMES REHAB SERVICES INC	65,969	GN INSURANCE AGENCY LTD	75,278
FUNG LEO DR	34,420	GNK INSURANCE SERVICES INC	538,996
FUSION AUTO COLLISION LTD	66,013	GO WEST RV CENTRE INC	38,833
G & A AUTOBODY REPAIRS LTD	112,597	GODOY & VERVERGAERT INSURANCE BROKERS INC	375,834
G & W JELLY'S LTD	53,409	GODOY & VERVERGAERT INSURANCE ONLY INC	431,610
G B GLASS EXPRESS	171,617	GODOY'S INSURANCE ONLY (LANGLEY) INC	304,244
G DUNCAN AUTO BODY LTD	726,156	GODOY'S INSURANCE ONLY INC	295,878
G KEITH CHAMBERS CONSULTING INC	51,198	GOLD KEY INSURANCE SERVICES LTD	1,301,661
G&G AUTO BODY REPAIR & SALES LTD	127,359	GOLD KEY LANGLEY VOLKSWAGEN	1,043,240
GAGNON MICHAEL DR	48,864	GOLDEN EARS INSURANCE SERVICES LTD	362,150
GALAXIE COLLISION 1979 LTD (BOYD-BURNABY)	1,107,697	GOLDEN EARS ORTHOPAEDIC & SPORTS PHYSIO	132,946
GALLAGHER LAKE AUTO-BODY	217,344	GOLDEN SHIELD ADJUSTERS LTD	116,781
GARDEN CITY BODY & PAINT	38,425	GOLDEN TOWING LTD SURREY WIDE TOWING	36,422
GARDNER CHEVROLET PONTIAC BUICK GMC LTD	75,221	GOLDER ASSOCIATES LTD	88,672
GARRISON BEATTY & GARRISON INSURANCE	247,731	GOLDKEY INSURANCE SERVICES (ABBOTSFORD)	115,067
GARTNER CANADA CO	195,562	GOLDMINE INSURANCE SERVICES LTD	567,305
GARY W NIX & ASSOCIATES LTD	95,425	GORD-ROB'S AUTO METAL LTD	1,681,438
GATOR AUTO GLASS	46,321	GORDON & REES LLP	57,568
GBG INSURANCE SERVICES LTD	372,607	GORDON HULME LTD	110,404
GEMINI ADJUSTERS LTD	130,481	GORDON'S AUTO BODY WORKS LTD	2,254,895
GENERIC TOWING & AUTO PARTS LTD	158,428	GOVERNMENT AGENT - ATLIN	44,209
GENESYS CONSULTING INC	59,961	GOVERNMENT AGENT - DEASE LAKE	88,226
GEO H HEWITT CO LTD (THE)	33,204	GRAEB DOUGLAS A DR INC	29,550
GEO'S AUTOBODY	37,966	GRAHAM RYAN CONSULTING LTD	32,129
GEORGE'S BODY SHOP LTD	687,501	GRAHAM'S RENOVATIONS	169,923
GEORGIA STRAIGHT COLLISION LTD	867,520	GRAMPA'S RV REPAIRS	27,109
GERMAN GALLAGHER & MURTAGH	30,911	GRAND & TOY LIMITED	919,661
GET-AWAY RV CENTRE LTD	36,984	GRAND FORKS GLASS LTD	143,028
GIBB & COMPANY	350,101	GRAND PERFORMANCE AUTO CENTRE INC	1,293,702
GIBBS INTERNATIONAL CENTERS	67,226	GRANDCITY AUTOBODY LTD (RICHMOND)	2,907,100
GIBBY'S AUTOBODY LTD	58,767	GRANDCITY AUTOBODY LTD (VANCOUVER)	2,775,972
GIBSONS AUTOBODY LTD	201,093	GRANITE CLAIMS SOLUTIONS LP	202,757

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
GRANT KOVACS NORELL	1,757,165	HAYMACK AUTO GLASS	75,366
GRANT THORNTON LLP	86,288	HAYMACK AUTO GLASS & UPHOLSTERY LTD	172,076
GRAPHIC OFFICE INTERIORS LTD	177,982	HAYWARD HUGH W G	221,355
GRAPHIC OFFICE INTERIORS LTD.	39,517	HAZELWOOD PHYSIOTHERAPIST CORPORATION	47,933
GRASS CREEK VENTURES	60,329	HD HOME CARE LIMITED	42,095
GREAT WEST LIFE	3,918,282	HEALTHQUEST	53,426
GREAT-WEST LIFE ASSURANCE CO	308,303	HEALTHX PHYSICAL THERAPY CENTERS	47,911
GREENLEAF INVESTMENTS DBA C&N INSURANCE	699,175	HEARTLAND TOYOTA	35,368
GREG'S RV PLACE	63,242	HEATH LAW LLP	2,093,855
GREY ROBINSON & ASSOCIATES	615,486	HEATHER SADLER JENKINS LLP	1,152,239
GROVE EQUIPMENT RENTALS LTD	103,128	HELIJET INTERNATIONAL INC	30,094
GRYMPA MARTIN P DR INC	289,130	HELP AT HOME SUPPORT SERVICES INC	80,115
GT COLLISION LTD	2,580,080	HEMMERLING & ASSOCIATES LAW OFFICES	1,279,318
GUIDEWIRE SOFTWARE INC	3,784,071	HENDRY SWINTON MCKENZIE INSURANCE SERVICE	216,784
GUILDFORD CAB (1993) LTD	77,652	HENRY'S AUTO BODY (LANGLEY)	46,630
GUILDFORD PHYSIOTHERAPY AND HAND THERAPY	27,516	HEPBURN ANDREW DR INC	128,605
GUILLEVIN INTERNATIONAL CO	34,048	HERAN MANRAJ K S DR	26,585
GULF AND FRASER INSURANCE SERVICES LTD	39,862	HERBERS AUTO BODY REPAIR LTD	34,103
GULF ISLANDS INSURANCE AGENCIES LTD	115,228	HERBERT'S AUTOBODY INC	122,283
GUSTOFSON'S AUTO SERVICE LTD	605,172	HERCHMER INSURANCE AGENCIES LTD	346,502
GUY CARPENTER AND COMPANY LTD	8,847,553	HERITAGE OFFICE FURNISHINGS LTD	1,329,667
GXS CANADA INC	44,419	HERJAVEC GROUP INC (THE)	142,474
G4S CASH SOLUTIONS (CANADA) LTD	315,740	HERTZ CANADA LIMITED (ABBOTSFORD)	577,704
H & L GLASS LTD	55,526	HERTZ CANADA LIMITED (BURNABY)	703,234
H & R COLLISION AND GLASS LTD	2,710,575	HERTZ CANADA LIMITED (CHILLIWACK)	235,163
H G INSURANCE AGENCIES LTD	437,476	HERTZ CANADA LIMITED (COQ-BRUNETTE AVE)	528,079
HABANERO CONSULTING GROUP	33,369	HERTZ CANADA LIMITED (LANGLEY)	748,524
HABITAT INSURANCE AGENCIES LTD	121,581	HERTZ CANADA LIMITED (MAPLE RIDGE)	282,678
HAIGHT BROWN & BONESTEEL LLP	161,732	HERTZ CANADA LIMITED (NEW WESTMINSTER)	162,885
HAMILTON DUNCAN ARMSTRONG & STEWART	796,596	HERTZ CANADA LIMITED (NORTH VANCOUVER)	665,220
HANEY PHYSIOTHERAPY CLINIC LTD	25,473	HERTZ CANADA LIMITED (RICHMOND-GRANT MC)	44,188
HANIN INSURANCE SERVICES INC	354,020	HERTZ CANADA LIMITED (RICHMOND-NO 3 RD)	343,581
HANSEN JANICE F - MEDIATOR	45,322	HERTZ CANADA LIMITED (RICHMOND-NO 5 RD)	291,739
HANSSON ANNE DR INC	92,633	HERTZ CANADA LIMITED (SALMON ARM)	85,460
HARBORD INSURANCE SERVICES FAIRFIELD LTD	340,016	HERTZ CANADA LIMITED (SURREY-72ND AVE)	2,000,910
HARBORD INSURANCE SERVICES LTD	386,789	HERTZ CANADA LIMITED (TERRACE)	33,324
HARBORVIEW MEDICAL CENTRE	48,165	HERTZ CANADA LIMITED (VANC-BRUNEMOUR ST)	28,282
HARBOUR INSURANCE AGENCIES LTD	163,362	HERTZ CANADA LIMITED (VANC-STATION ST)	952,762
HARBOUR INTERNATIONAL TRUCKS LTD	25,542	HERTZ CANADA LIMITED (VANC-SW MARINE DR)	456,694
HARBOUR-VIEW COLLISION LTD	1,036,360	HERTZ CANADA LIMITED (VICTORIA)	389,329
HARMONY HEALTH CARE LTD	50,063	HERTZ CANADA LTD	36,894
HARMS AUTO BODY & PAINT (1987) LTD	635,358	HERTZ CORPORATION (THE)	157,270
HARPER & COMPANY	246,371	HERTZ/BUDGET RENT A CAR (CASTLEGAR)	36,450
HARPER GREY LLP	869,251	HERTZ/BUDGET RENT A CAR (COURTENAY)	69,208
HARRIS & BRUN	2,969,905	HERTZ/BUDGET RENT A CAR (CRANBROOK)	78,947
HARRIS & COMPANY	832,579	HERTZ/BUDGET RENT A CAR (DUNCAN)	88,156
HARRIS & LEIB INSURANCE BROKERS LTD	195,788	HERTZ/BUDGET RENT A CAR (KAMLOOPS)	446,429
HARRIS INSURANCE SERVICES (RICHMOND) LTD	483,423	HERTZ/BUDGET RENT A CAR (KELOWNA)	406,845
HARRIS INSURANCE SERVICES (VANCOUVER) LTD	253,926	HERTZ/BUDGET RENT A CAR (NAN-HAYES RD)	98,985
HARTLEY'S AUTOBODY LTD	454,708	HERTZ/BUDGET RENT A CAR (NAN-ISLAND HWY)	47,282
HARTSHORNE & MEHL	3,397,344	HERTZ/BUDGET RENT A CAR (NAN-TERMINAL)	65,923
HATTER THOMPSON SHUMKA & MCDONAGH	1,203,428	HERTZ/BUDGET RENT A CAR (NELSON)	48,385
HAWKINS ROBERT H DR INC	115,090	HERTZ/BUDGET RENT A CAR (PARKSVILLE)	48,374

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
HERTZ/BUDGET RENT A CAR (PENTICTON)	97,859	IBM CANADA LTD	41,264,316
HERTZ/BUDGET RENT A CAR (PORT ALBERNI)	53,329	IC FINANCIAL CORPORATION DBA YALETOWN INS	369,005
HERTZ/BUDGET RENT A CAR (PRINCE GEORGE)	214,755	ICARE INSURANCE BROKERS LTD	715,487
HERTZ/BUDGET RENT A CAR (VERNON)	160,857	ICS COURIER	91,610
HERTZ/BUDGET RENT A CAR (WEST KELOWNA)	90,664	IDEACA KNOWLEDGE SERVICES LIMITED	68,544
HESLOP & COMPANY ADJUSTERS LTD	288,913	IMPACT AUTO AUCTIONS LTD	153,514
HEWLETT-PACKARD (CANADA) CO	328,338	IMPACT HEALTH	46,476
HI-LIGHT AUTOBODY 2003 LTD	948,672	IMPERIAL AUTOBODY LTD	127,833
HI-TECH AUTO REBUILDERS	391,347	IMPERIAL PARKING CANADA CORP	80,407
HI-TECH SID COLLISION	519,543	IMPERIAL SIGN CORPORATION	42,510
HICKS PACIFIC CENTRE INSURANCE SERVICES	332,095	INDCON DEVELOPMENTS LTD	36,953
HIEBERT CAROLYNE DR	25,150	INDEPENDENT LIFESTYLES - SUNSHINE COAST	41,935
HIGH CALIBER AUTO COLLISION & REPAIR	631,916	INFINITY HEALTH LLP	89,867
HIGH IMPACT AUTO BODY LTD	135,363	INFOMART (A DIV OF POSTMEDIA NETWORK INC)	55,037
HIGH QUALITY AUTO SERVICE LTD	28,107	INLAND KENWORTH (CAMPBELL RIVER)	43,460
HIGHGATE HEALTH	96,589	INLAND KENWORTH (CRANBROOK)	121,489
HIGHSPEED AUTO COLLISION LTD	30,351	INLAND KENWORTH (FORT ST JOHN)	788,196
HIGHSTREET ASSET MANAGEMENT INC	263,760	INLAND KENWORTH (KAMLOOPS)	27,212
HIGSON APPS	93,229	INLAND KENWORTH (LANGLEY)	1,681,500
HILLTOP AUTO BODY	428,585	INLAND KENWORTH (PENTICTON)	37,853
HILLTOP AUTO GLASS	72,733	INLAND KENWORTH (PRINCE GEORGE)	384,391
HILLTOP TOYOTA	47,536	INLAND KENWORTH (QUESNEL)	35,578
HILTOP BODY SHOP LTD	456,106	INLAND KENWORTH (VERNON)	75,867
HIRSCH GABRIEL DR INC	130,177	INLAND KENWORTH (WILLIAMS LAKE)	26,134
HKG HOLDINGS INC DBA SUSSEX INSURANCE	589,085	INLAND TRANSPORTATION LTD	120,533
HODGE TRACY	95,261	INNOVATION DATA PROCESSING INC	28,721
HOLESHOT MOTORSPORTS LTD	55,706	INPROTECT SYSTEMS INC	59,848
HOLLETT RODNEY DR	48,672	INSTA GLASS (CHILLIWACK)	226,698
HOME MEDICAL SHOP (THE)	29,640	INSTA GLASS (SECHLT)	99,693
HOMESTEAD INSURANCE AGENCIES LTD	326,969	INSURANCE BROKERS ASSOCIATION OF BC	26,793
HOPE AUTO BODY LTD	698,116	INSURANCE BUREAU OF CANADA	192,890
HOPE TOWING LTD	62,650	INSURANCE INSTITUTE OF BC	30,832
HOPP GRACE A DR	34,395	INSURANCE SERVICES DEPT OF LONDON DRUGS	5,835,295
HORIZON AUTOBODY COLLISION LTD	94,194	INSUREBC (DEEP COVE) INSURANCE SERVICES	202,009
HORLICK S DR INC	109,071	INSUREBC (LANGLEY) INSURANCE SERVICES LTD	247,290
HORNE MARR ZAK	366,040	INSUREBC (LANSDOWNE) INSURANCE SERVICES	272,713
HOSKINS FORD SALES LTD	376,489	INSUREBC (LEE & PORTER) INSURANCE SERVICE	193,185
HOTDOCS CORPORATION	29,236	INSUREBC (PARK ROYAL) INSURANCE SERVICES	28,192
HOULE ELECTRIC LIMITED	1,492,826	INSUREBC (WESTVIEW) INSURANCE SERVICES	234,691
HP ADVANCED SOLUTIONS INC	4,449,148	INTECH ENGINEERING LIMITED	52,990
HUANG KEVIN DR	40,313	INTECH INVESTMENT MANAGEMENT LTD	525,374
HUB CITY MOTORS & EQUIPMENT LTD	46,558	INTEGRA CUSTOM COLLISION LTD	648,546
HUB INTERNATIONAL (BRENTWOOD) LTD	801,875	INTEGRAL GROUP CONSULTING (BC) LLP	86,469
HUB INTERNATIONAL (RICHMOND AUTO MALL)	2,575,975	INTEGRATED CLAIMS SERVICES LTD	83,740
HUB INTERNATIONAL CANADA WEST CO	22,089,540	INTEGRIS INSURANCE SERVICES LTD	1,684,622
HUB INTERNATIONAL CANADA WEST ULC	8,819,797	INTERCITY EQUITY CORP DBA CAULFEILD INS	316,566
HUBER BANNISTER COLLISION CENTRE	188,075	INTERCITY EQUITY CORP DBA LEADERS INS	144,269
HUGH AUTO BODY LTD	307,684	INTERCONTINENTAL TRUCK BODY (BC) INC	60,355
HUMHEJ DEANNA	99,165	INTERESTING DEVELOPMENTS INC	41,311
HUMPHREY GROUP INC (THE)	41,994	INTERIM HEALTH CARE	316,726
HUNGERFORD TOMYNN LAWRENSEN & NICHOLS	588,787	INTERIOR HEALTH	371,650
HUSTON GRANT ADJUSTERS LTD	58,597	INTERIOR MOBILE GLASS INC	163,054
HYDE PARK INSURANCE AGENCIES LTD	340,516	INTERIOR SAVINGS INSURANCE SERVICES INC	4,732,185

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
INTERNATIONAL ADJUSTERS LTD	31,775	JEWEL INSURANCE SERVICES INC DBA SUSSEX	1,327,662
INTUITIVE INDEPENDENCE REHABILITATION	581,324	JIM PATTISON CHRYSLER JEEP DODGE	1,647,329
INVERMERE GLASS LTD	142,344	JIM PATTISON LEASE	130,915
INVESTORS GROUP TRUST CO LTD	2,556,926	JIM PATTISON TOYOTA SURREY	3,642,528
IPSA INTERNATIONAL INC	64,295	JJB INSURANCE AGENCIES INC	314,603
IPSOS ASI LTD	139,664	JOE'S AUTOBODY REPAIR	637,315
IPSOS REID LP	236,818	JOHAL SHIVRAJ DR	30,250
IRL INTERNATIONAL TRUCK CENTRES LTD (ARM)	127,364	JOHN ROSS INSURANCE SERVICE LTD	356,162
IRON MOUNTAIN CANADA CORP	44,973	JOHN S ARNOLD LAW CORPORATION	36,156
IRONWOOD DEVELOPMENTS LTD	131,313	JOHN'S AUTOBODY & AUTOSALVAGE	104,901
IRONWOOD INSURANCE AGENCIES LTD	754,850	JOHN'S INSURANCE AGENCY LTD DBA FALKINS	609,704
IRWIN & BILLINGS	324,797	JOHNSTON MEIER INSURANCE AGENCIES LTD	13,628,021
IRWIN COLLISION REPAIRS LTD	544,380	JOHNSTON MEIER INSURANCE BROKERS (1996)	190,729
ISHERWOOD BODY AND FENDER	111,208	JONCAS MEDIATION SERVICES	64,959
ISL ENGINEERING AND LAND SERVICES LTD	25,570	JONES EMERY HARGREAVES SWAN	1,147,300
ISLAND INSURANCE AGENCY LTD	802,023	JOSAN ENTERPRISES LTD	115,086
ISLAND SAVINGS CREDIT UNION	243,019	JOSCHKO MICHAEL DR	135,265
ISLAND SAVINGS INSURANCE SERVICES LTD	1,818,646	JOSHUA R STEHMEIER CHIROPRACTOR INC	32,563
ISLAND TRUCK & AUTO COLLISION LTD	631,871	JR REHABILITATION SERVICES INC	1,312,616
ISPW BENCHMARK TECHNOLOGIES LTD	62,463	JUBILEE RV CENTRE	36,338
IVAN'S AUTO BODY LTD	671,942	K M AUTOBODY REPAIR LTD	243,784
IVANHOE CAMBRIDGE II INC	195,429	K-LINE TRAILERS LTD	356,536
IVERS CUSTOM CYCLES LTD	29,407	KAL TIRE	93,810
IVES BURGER	226,238	KALAWSKY COLLISION CENTRE LTD	1,035,843
J & B COLLISION REPAIRS LTD	960,789	KALISPELL REGIONAL MEDICAL CENTRE	84,292
J & R REPORTING SERVICES INC	31,960	KAMI INSURANCE AGENCIES LTD	151,553
J A QUALITY GLASS AND DETAIL INC	190,001	KAMLOOPS FORD LINCOLN LTD	1,672,736
J D TOWING	27,158	KAMLOOPS INSURANCE SERVICES INC	344,047
J F AUTO CENTRE LTD	69,259	KANE SHANNON AND WEILER	5,159,860
J FLORIS CONSTRUCTION LTD	99,072	KANES HARLEY DAVIDSON	36,422
J K COOPER REALTY LTD	316,903	KAPOOR YASH	56,135
J M MORRIS PHYSIOTHERAPIST CORPORATION	67,810	KARP HOMECARE	84,608
J P MOORE INVESTIGATIONS LTD	107,352	KARP PERSONAL TRAINING & REHABILITATION	812,348
J T INSURANCE SERVICES (CANADA) INC	82,253	KARP REHABILITATION	787,935
JACK SCHULTZ AUTOBODY LTD	1,611,117	KASIAN ARCHITECTURE INTERIOR DESIGN	197,129
JACK W CHOW INSURANCE SERVICES LTD	318,098	KASTELEIN STOUT INSURANCE AGENCIES INC	190,083
JACK'S TOWING (2010) LTD	481,183	KATZ SID DR	66,023
JACOBSEN BUICK GMC CADILLAC LTD	983,779	KBM AUTOWORKS	49,962
JACOBSON FORD SALES LTD	45,189	KCI MEDICAL CANADA INC	56,829
JAMES G MCMYNN AGENCIES LTD	81,378	KDM WELDING & MANUFACTURING LTD	36,020
JAMES WESTERN STAR LTD (KAMLOOPS)	892,353	KEATING COLLISION (SIDNEY-TECH)	823,236
JAMIE DAVIS MOTOR TRUCK & AUTO LTD	334,003	KELOWNA CHRYSLER DODGE JEEP	659,983
JAMIE DAVIS TOWING LTD	29,186	KELOWNA PERFORMANCE COLLISION CENTRE LTD	2,412,870
JAN-PRO CLEANING SYSTEMS OF VANCOUVER	208,512	KELOWNA VALLEY INSURANCE SERVICES LTD	928,076
JAN'S PRECISION AUTOBODY (LANGLEY)	1,154,986	KELVIN PHYSIOTHERAPY CLINIC	78,090
JANG ERIC DR CHIROPRACTIC	124,850	KEMBLE F DR INC	51,040
JANI-KING OF NORTHERN BC	27,354	KEN BLANCHARD COMPANIES	44,194
JANKE PAUL G DR INC	135,450	KEN RYSTEAD INSURANCE AGENCIES LTD	158,546
JAVORSKY INVESTIGATIONS	106,505	KEN'S LANDSCAPING	64,157
JB'S CUSTOM COLORS INC	209,855	KENDALL RICHARD DR FRCS C INC	90,230
JEFF KWANTES OT SERVICES	39,574	KENNEDY RUSSELL & COMPANY (VANCOUVER) LTD	233,737
JEFF'S COLLISION CENTRE LTD	548,446	KENSINGTON INSURANCE SERVICES LTD	425,967
JENSEN SIGNS	34,122	KERR REDEKOP LEINBURD & BOSWELL	248,331

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
KESHIKI GARDENING	28,162	KRUGER NEURO-REHABILITATION INC	145,738
KEY REHABILITATION SERVICES	40,595	KUSIC AND KUSIC LTD	193,351
KEY WEST FORD SALES LTD	90,980	L C U INSURANCE AGENCIES LTD	394,319
KEY WEST INSURANCE SERVICES LTD	267,752	L K'S KAR KING AUTO REPAIRS LTD	52,992
KEYES ROBERT D DR	30,863	LA ALEX CUONG CHI DR	60,600
KEYSTONE ENVIRONMENTAL LTD	36,851	LADNER AUTO BODY LTD	1,042,586
KEYSTONE INSURANCE BROKERS LTD	354,567	LAI CHIROPRACTIC CORPORATION	27,450
KHADEMI PEYMAN DR	31,900	LAI MACY M DR	38,695
KIDSTON AND COMPANY LLP	361,076	LAILLOW DUNCAN M DR	117,670
KILGANNON SEAN DR	47,700	LAKE CITY FORD SALES LTD	644,668
KIM'S KUSTOM AUTOBODY	517,327	LAKE CITY GLASS LTD	76,000
KINCORE REHAB SERVICES	52,296	LAKE COUNTRY TOWING LTD	56,793
KINES CONNECT REHAB	155,663	LAKESIDE INSURANCE SERVICES LTD	509,872
KINFOCUS REHABILITATION	177,021	LAMBERT INSURANCE AGENCIES LTD	739,709
KINTEC FOOTLABS	25,507	LANCE CHONG & COMPANY LTD	125,881
KIRBY INSURANCE AGENCIES LTD	718,545	LANDMARK INSURANCE SERVICES LTD	210,979
KIRK & CO CONSULTING LTD	574,993	LANDON COLLISION & TOWING LTD	316,087
KIRKWOOD CAROLYN - BLOOD ALCOHOL CONSULT	73,898	LANG'S GLASS (RICHMOND) LTD	414,701
KIRMAC COLLISION & AUTOGLASS (COQUITLAM)	3,910,632	LANGFAB FABRICATORS LTD	96,499
KIRMAC COLLISION & AUTOGLASS (LANGLEY)	1,245,727	LANGLEY CHRYSLER LTD	52,027
KIRMAC COLLISION & AUTOGLASS (METROTOWN)	868,912	LANGUAGE LINE SERVICES INC	759,153
KIRMAC COLLISION & AUTOGLASS (MPL RIDGE)	1,148,578	LANKI INVESTIGATIONS INC	451,191
KIRMAC COLLISION & AUTOGLASS (NEW WEST)	1,102,361	LAPOINTE JOCELYNE S DR	30,534
KIRMAC COLLISION & AUTOGLASS (NEWTON)	1,648,264	LARRY'S AUTO GLASS	49,573
KIRMAC COLLISION & AUTOGLASS (NORTH BBY)	1,250,585	LAURA SMITH & ASSOCIATES	42,140
KIRMAC COLLISION & AUTOGLASS (OUT OF PRV)	261,281	LAVANCO BUILDING MAINTENANCE LTD	291,727
KIRMAC COLLISION & AUTOGLASS (RICHMOND)	909,682	LAW FOUNDATION OF BRITISH COLUMBIA	25,500
KIRMAC COLLISION & AUTOGLASS (VANCOUVER)	1,472,146	LAWSON LUNDELL	205,807
KIRMAC COLLISION & AUTOGLASS (WALNUT GRV)	747,630	LEARN ZENK	500,068
KKBL NO 348 VENTURES LTD	523,833	LEE'S AUTOPRIDE COLLISION LTD	1,685,406
KKBL VENTURES NO 232 LTD	91,171	LEEMAN JAMIE	32,519
KLIMKO INSURANCE BROKERS LTD	360,578	LEGEAR PELLING INSURANCE AGENCIES LTD	768,837
KMB AUTOBODY	199,423	LEITH JORDAN M DR	162,545
KNAZAN M C DR	156,363	LEITH WHEELER INVESTMENT COUNSEL LTD	186,688
KNIGHT EASTON & ASSOCIATES	175,426	LENHART INSURANCE BROKERS LTD	167,218
KNIGHT REPAIR LTD	462,650	LEON AINES AUTO BODY LTD	283,983
KOCH B & Y INS SERVICES (CHILLIWACK) LTD	283,926	LES SCHULTZ AUTOBODY AND GLASS	323,984
KOCH WILLIAM J DR	172,909	LEUNG SIMPSON DR CHIROPRACTIC CORP	28,675
KOKAN PETER A DR INC	116,389	LEVETT AUTO METAL LTD	1,052,515
KONG'S COLLISION INC	179,233	LEVIN ALEXANDER DR LTD	697,183
KOOL COUNTRY AUTO PARTS TOWING & RADS LTD	37,381	LEXISNEXIS CANADA INC	55,690
KOOTENAY AUTOBODY AND COLLISION	445,681	LIFE SKILLS THERAPY	69,383
KOOTENAY CAR CARE INC	883,033	LIFEMARK HEALTH CENTRE	110,731
KOOTENAY GLASS & MIRROR LTD	109,532	LIFEMARK HEALTH ESQUIMALT	72,472
KOOTENAY HEALTH SERVICES	69,592	LIFEMARK HEALTH OKANAGAN	28,154
KOOTENAY INSURANCE SERVICES LTD	1,535,700	LIFEMARK OCCUPATIONAL THERAPY	29,004
KORE KINETICS LTD	28,302	LIFEMARK PHYSIOTHERAPY	67,461
KORNELSEN TAMARA DR	25,300	LILLOOET GLASS AND TIRE	81,601
KORVA WORLD CLASS COLLISION LTD	2,198,437	LIMA'S BODY AND PAINT LTD	272,478
KOUSAIE K N DR INC	71,057	LINDSAY HART NEIL WEIGLER LLP	44,439
KP'S AUTO BODY SHOP	566,688	LINDSAY KENNEY LLP	5,812,693
KPMG LLP	293,876	LINDSEY ORTHOTICS	31,863
KRG INSURANCE BROKERS (WESTERN) INC	66,559	LIONS GATE INVESTIGATIONS GROUP INC	57,597

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
LITTLE VALLEY RESTORATIONS LTD	1,119,480	MANOR INSURANCE SERVICE LTD	165,043
LO COST RENT A CAR	41,638	MANULIFE FINANCIAL	16,911,182
LODGE & ASSOCIATES INVESTIGATIONS LTD	500,537	MAPLE AUTO GLASS & UPHOLSTERY INC	176,718
LOMAS-MILNE GROUP INC DBA LMG PRINGLE INS	867,402	MAPLE RIDGE CHRYSLER JEEP DODGE	103,591
LONDON DRUGS LTD	61,534	MAPLE RIDGE PHYSIOTHERAPY & PAIN CLINIC	65,590
LONG SPAN & ASSOCIATES LTD	27,273	MAPLE RIDGE TOWING (1981) LTD	356,797
LONG VIEW SYSTEMS CORPORATION	1,242,273	MAPLELEAF INSURANCE SERVICES LTD	335,985
LONGVIEW SOLUTIONS INC	26,672	MAPLEWOOD HOUSE	39,306
LOOMER RICHARD L DR INC	82,868	MARBOROUGH INSURANCE & FINANCIAL SERVICES	85,801
LOOMIS EXPRESS	36,567	MARDON INSURANCE BROKERS (COQUITLAM) LTD	396,121
LOTUS AUTOBODY REPAIRS LTD	340,749	MARDON INSURANCE BROKERS (SURREY) LTD	244,078
LOUGHEED ACURA	49,168	MARDON INSURANCE BROKERS (WHITE ROCK) LTD	187,400
LOUIS BRIER HOME AND HOSPITAL	56,583	MARDON INSURANCE BROKERS LTD	498,805
LOVETT WESTMACOTT	91,912	MARINE DRIVE COLLISION LTD	849,022
LSV ASSET MANAGEMENT	753,669	MARIO'S MERRITT TOWING LTD	124,811
LUKER FORENSIC ENGINEERING INC	45,268	MARIO'S SOUTH COUNTRY TOWING LTD	76,008
LUX INSIGHTS INC	234,763	MARIO'S TOWING	1,069,530
LYLE INSURANCE SERVICES INC	319,513	MARK IV COLLISION 1984 LTD	154,505
LYNCH BUS LINES	29,580	MARK V AUTO BODY (1974) LTD	1,006,681
LYONS LANDSCAPING LTD	47,683	MARK'S AUTO BODY (BBY) LTD	773,454
LYSAK HANNA DR PSYCHOLOGY INC	55,232	MARK'S AUTO BODY LTD	1,618,776
M B COLLISION RICHMOND INC	4,979,837	MARK'S WORK WEARHOUSE	69,250
M G COLLISION REPAIRS LTD	1,322,544	MARQUARDT & COMPANY	845,099
MAACO AUTO PAINTING & BODYWORKS (KELOWNA)	232,703	MARRIOTT VANCOUVER AIRPORT	43,337
MAACO COLLISION REPAIR (LANGLEY)	120,349	MARSH CANADA LIMITED	1,579,891
MAC'S TOWING (NEW HAZELTON)	35,825	MARY ANN MEEGAN INSURANCE AGENCY LTD	256,722
MACAMEAU TOWING	36,817	MASKALL'S COLLISION AND GLASS	284,382
MACAW AUTOBODY (MACAW HOLDINGS LTD)	81,487	MASONLIFT LTD	25,691
MACDERMOTT'S INSURANCE AGENCY LTD	744,656	MASRI BAS DR FRCSC	44,014
MACDONALD ANGELA DR CHIROPRACTIC INC	31,000	MAST CONCEPTS	31,980
MACDONALD BOYLE & JEFFERY	80,835	MASTER AUTOBODY	322,034
MACDONALD-GILL INSURANCE SERVICES LTD	447,273	MASTER TOUCH AUTOBODY SERVICE LTD	138,455
MACDONALD'S PRESCRIPTIONS LTD	114,595	MATSON DRISCOLL & DAIMCO LTD	125,472
MACFARLANE INSURANCE AGENCIES LTD	182,045	MAUI'S TOWING LTD	29,278
MACINNIS ENGINEERING ASSOCIATES LTD	1,987,401	MAXIM CONSULTING GROUP	104,513
MACKENZIE DAVID DR	29,697	MAXIMUM COLLISION LTD	2,591,905
MACKENZIE FUJISAWA LLP	944,245	MAXUM AUTOMOTIVE REFINISHING LTD	318,671
MACKOFF & COMPANY	970,688	MAXWELL FLOORS LTD	118,106
MACLEOD THORSON DARYCHUK	108,002	MAXXAM INSURANCE SERVICES (BURNABY) LTD	2,874,922
MACNAUGHTON & WARD LTD	2,043,946	MAXXAM INSURANCE SERVICES INCORPORATED	831,763
MAGNUM TRAILER & EQUIPMENT INC	332,375	MAYFAIR INDUSTRIAL PAINTING LTD	86,556
MAIN STREET INSURANCE SERVICES LTD	143,041	MCAULEY CLAIMS SERVICES LTD	137,109
MAINLAND AGENCIES LTD	74,384	MCBAIN INSURANCE AGENCY	525,925
MAINLAND AUTOMOTIVE COLLISION (RICHMOND)	1,071,708	MCBRIDE AUTO BODY	42,645
MAINLAND AUTOMOTIVE COLLISION (VANCOUVER)	1,398,814	MCBURNAY'S INSURANCE AGENCY LTD	197,969
MAINLAND GLASS INC	32,971	MCCALLUM COLLISION & COLUMN REPAIR	38,467
MAINLAND REPORTING SERVICES INC	133,170	MCCONNAN BION O'CONNOR & PETERSON	351,289
MAKIN V DR INC	161,146	MCDERMOTT'S BODY SHOP LTD	1,152,901
MALIBU COLLISION (2004) LTD	255,149	MCDONALD & COMPANY	408,227
MALOON STEPHEN DR INC	319,554	MCDOUGALL GAULEY LLP	39,659
MANFRED'S AUTO BODY LTD	917,782	MCGRAW R W DR INC	393,725
MANN RAJ DR	148,708	MCINTOSH HEATHER - MEDIATOR	45,914
MANNING & NAPIER ADVISORS INC	671,161	MCKAY COLIN DR	41,600

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
MCKENZIE G M DR INC	65,988	MID ISLAND AUTO COLLISION LTD	1,235,678
MCL MOTOR CARS 2010 (VANCOUVER-3RD AVE)	34,090	MID ISLAND TOWING AND TRANSPORT LTD	233,489
MCL SOLUTIONS	127,219	MID VALLEY HOSPITAL	38,248
MCLEOD AGENCIES (2002) LTD	334,252	MID VALLEY INSURANCE AGENCIES LTD	872,257
MCMILLAN LLP	430,286	MID VAN MOTORS LTD	255,000
MCNEIL OCCUPATIONAL REHAB SERVICES LTD	83,736	MID-ISLAND OCCUPATIONAL THERAPY SERVICES	89,060
MCPHERSON DUNCAN DR INC	117,780	MID-WESTERN BODY SHOP (BOYD-CLOVERDALE)	890,067
MCPHERSON INSURANCE AGENCIES LTD	202,048	MIDNYTES TOWING INC	38,160
MCQUARRIE HUNTER LLP	685,241	MIKE'S AUTOMOTIVE SERVICES	629,938
MEA FORENSIC ENGINEERS & SCIENTISTS LTD	193,066	MIKE'S QUALITY BODYWORKS & REFINISH	61,071
MEADOWRIDGE COLLISION LTD	1,606,676	MIKES AUTO TOWING	246,769
MEDICAL ASSOCIATES	37,581	MILL BAY TOWING & RECOVERY LTD	37,204
MEDICAL SERVICES PLAN	24,903,162	MILL CREEK COLLISION CENTRE	145,261
MEDICHAIR CRANBROOK	52,615	MILLER THOMSON LLP	2,793,309
MEDICHAIR KAMLOOPS	56,415	MINI RICHMOND	34,840
MEDICHAIR NANAIMO	85,749	MINISTER OF FINANCE	890,825
MEDICHAIR NORTH BC	52,919	MINISTER OF FINANCE - BC MAIL PLUS	913,856
MEDICHAIR NORTHCOAST	51,965	MINISTER OF FINANCE - BC UTILITIES COMM	944,933
MEDICHAIR VICTORIA	70,525	MINISTER OF FINANCE - BUSINESS MANAGEMENT	57,456
MEDISYS CORPORATE HEALTH LP	134,946	MINISTER OF FINANCE - HIGHWAY OPERATIONS	398,379
MEDISYS IMA	1,235,502	MINISTER OF FINANCE - PUBLIC SAFETY	23,810,580
MEGA ASSISTANCE SERVICES INC	101,701	MINISTER OF FINANCE - QUEEN'S PRINTER	183,720
MEGA AUTO BODY LTD	47,852	MINISTER OF FINANCE - TECHNOLOGY SOLUTIONS	468,379
MEGSON FITZPATRICK (2000) INC	347,089	MINISTRY OF CITIZENS' SERVICES	640,868
MEGSON FITZPATRICK INC	866,111	MINISTRY OF FINANCE AMBULANCE SERVICES	4,192,895
MEIER & COMPANY INSURANCE AGENCIES (MISS)	1,235,919	MINISTRY OF HEALTH	14,109,825
MEIER & COMPANY INSURANCE AGENCIES LTD	926,427	MINISTRY OF TRANSPORTATION	2,524,162
MEINZER DR FRED K CHIROPRACTIC INC	26,502	MINT AUTO BODY LTD	745,836
MEL'S U-DRIVE 1978 LTD	113,255	MISSING LINK SERVICES LTD	84,243
MELCOR LAKESIDE INC	212,191	MISSION AUTO WRECKING LTD	857,348
MELLOR-LIGGETT INSURANCE AGENCIES INC	191,125	MISSION GLASS	132,685
MERCEDES-BENZ CANADA INC (BOUNDARY RD)	64,054	MISTER OTTO GLASS (WILLIAMS LAKE)	158,879
MERCEDES-BENZ CANADA INC (LLOYD AVE)	3,263,854	MISTER OTTO GLASS (100 MILE HOUSE)	84,832
MERCEDES-BENZ CANADA INC (WEST BROADWAY)	98,416	MITCHELL INTL INFORMATION SERVICES INC	512,199
MERCER (CANADA) LIMITED	774,781	MITCHELL PRESS LTD	871,557
MERCER GARTH	32,473	MITCHELL'S TOWING LTD	154,145
MERCURY ADJUSTERS INC	219,934	MJA AUTOBODY LTD	35,285
MERIDIAN INSURANCE AGENCIES LTD	492,689	MNP LLP	35,888
MERIDIAN REHABILITATION CONSULTING INC	568,391	MOBILSHRED DBA RECALL SECURE DESTRUCTION	264,675
MERIDIAN RV MFG LTD	84,281	MODERN BRADLEY COLLISION	1,606,929
MERIT TOWN & COUNTRY INSURANCE SERVICES	912,391	MODERN MANAGEMENT SERVICES LTD	105,577
MERLIN MACHINE & TOOLING	123,760	MODERN MOTORCYCLING LTD	25,590
MERTIN CHEVROLET CADILLAC BUICK GMC LTD	1,649,490	MODERN PAINT & FLOORS	33,822
MERVYN'S THE BODY SHOP (1994) LTD	826,142	MODERN TIRE & TOWING INC	61,263
METRO LEXUS TOYOTA	87,210	MOE'S AUTO SERVICE LTD	190,004
METRO MOTORS LTD	1,366,213	MOE'S PRECISION AUTO BODY LTD	134,767
METRO WEST INSURANCE AGENCY LTD	1,029,848	MOLL ALEXANDER DR INC	197,482
METROPOLITAN INSURANCE BROKERS LTD	391,756	MOLLY MAID	87,633
MICHAEL O'MEARA LAW CORPORATION	273,387	MOMENTUM SOFTWARE INC	37,439
MICRO COM SYSTEMS LTD	54,708	MONASHEE AUTO BODY (1979) LTD	530,239
MICROSERVE BUSINESS COMPUTER	1,023,076	MONASHEE MOTORS LTD	66,545
MICROSOFT CANADA INC	333,274	MONICA FISHER INVESTIGATIONS INC	39,426
MICROSOFT LICENSING GP	2,767,904	MOODY'S ANALYTICS	155,290

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
MOORE CANADA	212,175	NEIGHBORHOOD NURSING	37,827
MORELLI CHERTKOW LLP	540,700	NEIGHBOURHOOD AUTO BODY LTD	455,533
MORGAN K TRAVIS DR	32,764	NEIGHBOURHOOD AUTO GLASS & UPHOLSTERY LTD	79,739
MORGAN'S GLASS CO LTD	65,195	NEIGHBOURHOOD INSURANCE BROKER INC	143,609
MORITA AUTO BODY SERVICES LTD	586,664	NELSON CHRYSLER	368,071
MORREY BODY SHOP	1,939,135	NELSON'S GLASS LTD	149,999
MORREY NISSAN OF COQUITLAM LTD	110,207	NEMTIN CONSULTANTS LTD	68,328
MORRIS & COMPANY	245,115	NENO'S PAINT & BODY LTD	603,250
MOTION PHYSIO & WELLNESS	26,503	NEUFELD WILLIAM P DR INC	37,987
MOTION SPECIALTIES BC LTD	214,139	NEURO-ABILITY REHABILITATION SERVICES	58,494
MOUNTAIN GLASS & MIRROR	103,473	NEUROHEALTH RESEARCH & REHABILITATION INC	129,435
MOUNTAIN HIGH TRUCK & BODY LTD	32,264	NEUROMOTION PHYSIOTHERAPY CLINIC	43,039
MOUNTAIN HWY COLLISION LTD	459,168	NEW BILLA AUTOBODY 2008 LTD	267,608
MOUNTAIN SKYWAY LTD	43,568	NEW DIAMOND INSURANCE SERVICES LTD	267,712
MOUNTAINVIEW INSURANCE SERVICES LTD	518,194	NEW PLANET COLLISION LTD	520,368
MOUNTAINVIEW KINESIOLOGY LTD	682,873	NEW PROFESSION COLLISION LTD	2,142,518
MR RENT-A-CAR (DOWNTOWN) LTD	231,643	NEW RANU COLLISION CENTER INC	30,000
MRC MANAGEMENT RESOURCES CORP	54,209	NEW TECHNOLOGY COLLISION	592,754
MTM AUTO BODY REPAIR (2006) LTD	670,027	NEW WEST AUTO METAL INC	796,595
MULTI-LINE CLAIM SERVICES LTD	635,515	NEW WEST COLLISION INC	1,317,876
MULTIPLE INSURANCE SERVICES INC	165,357	NEW WESTMINSTER TOWING	176,870
MUNDIES TOWING STORAGE & SERVICE	996,482	NEW WORLD INSURANCE SERVICES LIMITED	459,894
MURCHISON THOMSON & CLARKE LLP	1,710,734	NEW YORK LIFE INVESTMENT MANAGEMENT LLC	287,612
MURRAY BUICK GMC PENTICTON	309,911	NEWALTA CORPORATION	96,029
MURRAY CHEVROLET PONTIAC BUICK (FSJ)	52,777	NEWTON INSURANCE SERVICES INC	467,235
MURRAY CHEVROLET PONTIAC BUICK (NICOLA)	60,648	NEWTON WHALLEY HI-WAY TAXI LTD	46,519
MURRAY JAMIESON	1,592,835	NICE SYSTEMS CANADA LTD	661,232
MURRAY PONTIAC BUICK GMC (ABBOTSFORD)	30,138	NICHOLSON TOWING SERVICES LTD	40,191
MURRICK INSURANCE SERVICES (DELTA) LTD	264,277	NICK'S AUTO BODY LTD	1,037,010
MURRICK INSURANCE SERVICES (DOWNTOWN) LTD	445,536	NIXON O'BRIEN	98,411
MURRICK INSURANCE SERVICES (KILLARNEY)	346,414	NO 1 COLLISION (1993) INC (LOUGHEED HWY)	4,035,941
MURRICK INSURANCE SERVICES (OAKRIDGE) LTD	267,595	NO 1 COLLISION (1993) INC (RICHMOND)	5,205,155
MURRICK INSURANCE SERVICES (WEST END) LTD	444,698	NO 1 COLLISION (1993) INC (3RD AVENUE)	2,813,529
MUSKWA SERVICES LTD	29,300	NOR-DEL GLASS LTD	169,564
MW MOTOR WERKE INC	32,005	NOR-TECH WELDING & FABRICATING INC	120,398
M3 COLLISION CO LTD	320,987	NORA CHAMBERS INC	45,882
NADINA TRUCK SERVICES LTD	140,511	NORGATE AUTO BODY LTD	1,631,040
NAKUSP GLASS	37,954	NORM'S AUTO BODY	73,885
NANAIMO AUTOBODY & GLASS LTD	274,853	NORM'S AUTO REFINISHING LTD	1,218,268
NANAIMO CHRYSLER LTD	442,229	NORTH COAST COLLISION LTD	335,805
NANAIMO FUNCTIONAL EVALUATION CENTRE	31,022	NORTH ISLAND GLASS LTD (CAMPBELL RIVER)	47,815
NANAIMO REALTY (NANAIMO) LTD	593,109	NORTH PACIFIC WINDOW & GLASS (PARKSVILLE)	68,343
NATIONAL CAR & TRUCK RENTAL (DOUGLAS ST)	41,788	NORTH PACIFIC WINDOW & GLASS (QUALICUM)	100,083
NATIONAL CAR & TRUCK RENTAL (DUNCAN)	43,298	NORTH SHORE LAW LLP	948,407
NATIONAL CAR & TRUCK RENTAL (ISLAND HWY)	31,462	NORTH SHORE TAXI 1966 LTD	37,536
NATIONAL CAR & TRUCK RENTAL (NORTH VAN)	34,433	NORTH STAR MOTORS LTD	1,243,843
NATIONAL INVESTIGATION SERVICES LTD	39,112	NORTHERN CAPITAL TOWING LTD	184,598
NATIONAL PUBLIC RELATIONS (VANCOUVER) INC	25,851	NORTHERN SAVINGS INSURANCE AGENCY LTD	430,773
NAUROTH & ASSOCIATES INSURANCE BROKERS	667,407	NORTHERN TOYOTA	146,498
NAVIGATA COMMUNICATIONS	61,123	NORTHLAND CHRYSLER JEEP DODGE	75,123
NAVIGO CONSULTING & COACHING	415,773	NORTHLAND GLASS	69,705
NC RON'S TOWING (ACE AUTO WRECKING LTD)	272,166	NORTHLAND NISSAN	49,020
NCO FINANCIAL SERVICES INC	136,909	NORTHLINE COLLISION LTD	759,199

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
NORTHWAY GLASS INC	50,058	OPTIMUM THERAPY REHABILITATION SERVICES	99,049
NORTHWEST RESPONSE LTD	63,898	OPUS INTERNATIONAL CONSULTANTS	95,581
NOVACOAST PROFESSIONAL SERVICE	53,455	ORACLE CANADA ULC	2,210,461
NOVUS WINDSHIELD REPAIR (KELOWNA)	240,296	ORCA BAY SUZUKI	32,305
NOWAK JOZEF DR INC	31,991	ORCHARD FORD SALES LTD	34,568
NR INSURANCE SERVICES LTD	147,687	ORCHARD VALLEY GLASS LTD	137,137
NR MOTORS LTD	32,507	ORIGIN AUTO SERVICES LTD	113,100
NRG RESEARCH GROUP INC	2,618,603	ORION HEALTH - NEW WESTMINSTER	111,688
NU-MODE AUTO BODY AND PAINT LTD	305,827	ORION HEALTH SERVICES INC	505,204
NURSE NEXT DOOR	81,508	ORKIN CANADA CORPORATION	30,722
NURSE NEXT DOOR (KAMLOOPS)	29,205	OT CONSULTING/TREATMENT SERVICES LTD	30,358
NURSE NEXT DOOR (NORTH VANCOUVER)	34,283	OT WORKS!	243,070
NURSE NEXT DOOR (PENTICTON)	52,147	OTTER POINT COLLISION LTD	255,431
NURSE NEXT DOOR (PORT COQUITLAM)	41,366	OTTO & ASSOCIATES INSURANCE AGENCY LTD	212,598
NURSE NEXT DOOR (QUALICUM BEACH)	48,197	OTTO AUTO SERVICE LTD	173,119
NURSE NEXT DOOR (VANCOUVER-WEST BLVD)	74,509	OUIMET PAUL DR	26,850
NURSE NEXT DOOR (VERNON)	81,955	OUR GLASS SHOP	99,616
NUTHALL ADJUSTERS	101,801	OVERDRIVE COLLISION CENTRE LTD	377,079
NW CLAIMS SERVICES	97,487	OVERSEAS AUTO BODY (2010) LTD	449,988
O T SOLUTIONS	46,149	OVERSEAS AUTOBODY (1989) INC	2,370,481
O'BRIEN'S SERVICE & REPAIRS LTD	32,936	P & C STEINBERG MEDICAL CORP	152,774
O'CONNOR COLLISION & TOWING	1,159,034	P & H SUPPLIES LTD	59,260
O'CONNOR RV CENTRE LTD	49,107	P & R WESTERN STAR TRUCKS	105,658
O'FARRELL T DR INC	88,315	P G KASSIC AUTOBODY LTD	2,129,509
O'SHAUGHNESSY ROY J DR INC	323,550	PACIFIC ASSET MANAGEMENT CORPORATION	546,377
OAKRIDGE PHYSIOTHERAPY	32,590	PACIFIC AUTO TRIM LTD	185,184
OAKSIDE ENTERPRISES LTD	34,149	PACIFIC CARBON TRUST	626,472
OAKWEST INSURANCE AGENCIES LTD	587,835	PACIFIC COAST HEAVY TRUCK GROUP (SURREY)	87,095
OASIS PHYSIOTHERAPY	69,501	PACIFIC COAST INSURANCE BROKERS INC	622,059
OCEAN TRAILER RENTALS	288,949	PACIFIC COASTCOM COMMUNICATIONS INC	88,151
OCEANSIDE PHYSIO & WORK CONDITIONING	38,564	PACIFIC INSURANCE AGENCIES LTD	164,135
OCHOA JOSE L DR	33,938	PACIFIC LAW GROUP	5,021,516
OFF ROAD AUTOBODY & TOWING	198,450	PACIFIC NORTHERN GAS LTD	27,413
OFFICE OF SUPERINTENDENT OF MOTOR VEHICLE	57,092	PACIFIC PLACE INSURANCE SERVICES INC	228,418
OKANAGAN GLASS LTD	58,189	PAINE EDMONDS	569,543
OKANAGAN ORAL SURGERY ASSOCIATES	57,891	PAINE HAMBLEN LLP	53,848
OKANAGAN VALLEY INSURANCE SERVICES LTD	474,517	PAINTS BEYOND AUTOBODY VANCOUVER LTD	106,749
OLIVER & CO	179,454	PALADIN SECURITY GROUP LTD	1,090,072
OLYMPIC INSURANCE SERVICES LTD	210,652	PANNU JASMINDER DR	67,150
OMEGA AUTOBODY INC	277,250	PANORAMA PHYSIOTHERAPY & SPORTS CLINIC	79,951
OMINECA GLASS SERVICES (2012) LTD	83,717	PANTHER GLASS & UPHOLSTERY	51,581
OMNICARE FOR PEOPLE AT HOME CORP	34,586	PARADISE AUTOBODY REPAIRS 1993 LTD	175,661
ON CALL SERVICES CENTRE	112,310	PARAGON COLLISION REPAIRS LTD	363,362
ON LINE COLLISION LTD	1,667,183	PARAGON INSURANCE AGENCIES LTD	470,705
ON TIME AUTOBODY	47,421	PARAMOUNT AUTO BODY LTD	824,513
ONESTOP AUTOGLASS LTD	81,700	PARK GEORGIA INSURANCE AGENCIES LTD	1,447,192
ONISON (CANADA) CORPORATION	25,999	PARK INSURANCE AGENCY LTD	469,799
ONSITE AUTO GLASS	158,131	PARK SHORE MOTORS LTD	29,282
OPEN TEXT CORPORATION	495,177	PARKER MOTORS LTD	730,444
OPENROAD AUDI - VANCOUVER	156,653	PARKER'S AUTO BODY & PAINT LTD	1,973,121
OPERATION RED NOSE	36,585	PARKING CORPORATION OF VANCOUVER	122,398
OPERTUNE AUTO CLINIC LTD	29,511	PARKSVILLE CHRYSLER LTD	477,449
OPNET TECHNOLOGIES INC	219,397	PARKWAY CREW INC (THE)	28,332

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
PARKWAY PHYSIOTHERAPY & PERFORMANCE	26,661	PHIL'S JANITOR SERVICE	83,501
PAT ANDERSON AGENCIES LTD	758,895	PHOENIX AUTOBODY REPAIRS	312,755
PATHWAY RESOURCES LTD	160,698	PIHL LAW CORPORATION	984,048
PATTISON SIGN GROUP	103,720	PINE TREE AUTO BODY LTD	671,816
PAUL'S AUTO BODY LTD	1,205,718	PINNACLE HOTEL AT THE PIER	37,002
PAYLESS AUTO TOWING LTD (NORTH VANC)	492,241	PIONEER GARAGE LTD	683,111
PAYLESS AUTO TOWING LTD (SQUAMISH)	29,717	PIPER MICHAEL S DR	200,566
PAYLESS GLASS LTD	245,364	PITNEY BOWES	59,275
PB SOFTWARE CANADA INC	877,573	PITNEY BOWES POSTAGE BY PHONE	1,368,214
PCL CONSTRUCTORS WESTCOAST INC	121,849	PITNEY BOWES SOFTWARE INC	37,521
PEACE GLASS LTD	362,963	PJ COLLISION LTD	930,270
PEACEHEALTH MEDICAL GROUP	130,654	PLATINUM AUTO GLASS	159,073
PEACHLAND COLLISION AND GLASS	138,744	PLAZA 4 DEVELOPMENTS LTD	109,881
PEAKE & RICHMOND LTD	263,620	PLEA COMMUNITY SERVICES SOCIETY OF BC	47,049
PEARLMAN LINDHOLM	244,737	PLUS ONE COLLISION	27,906
PELHAM'S AUTOMOTIVE SERVICE LTD	52,521	PLUTO AUTOBODY (2008) LTD	223,077
PELLING & ASSOCIATES INSURANCE BROKERS CO	156,647	POCO INSURANCE AGENCIES INC	314,769
PEMBERTON INSURANCE CORPORATION	93,719	POLSTAR COLLISION LTD	64,852
PENDER AUTO BODY LTD	913,845	PORT COQUITLAM PHYSIO & SPORTS INJURY	35,916
PENINSULA TOWING	57,123	PORT MOODY COLLISION	48,111
PENN INSURANCE AGENCIES LTD	464,603	PORT MOODY INSURANCE SERVICES	503,818
PENNER TODD DR CHIROPRACTIC CORP	40,450	PORTER & MCMILLAN (1992) LTD	772,140
PENNEY AUTO BODY LTD	1,398,075	PORTER & MCMILLAN LTD	1,548,302
PENTICTON AUTO GLASS & UPHOLSTERY LTD	169,382	PORTER MANDA	56,636
PENTICTON COLLISION CENTRE	552,572	PORTIN AGENCIES LTD	233,412
PENTICTON TOWING LTD	237,052	PPC WORLDWIDE CANADA EAP	277,092
PENTLAND'S PROSTHETIC INC	59,634	PRACTICAR PORT COQUITLAM	26,580
PERFECT AUTO & WINDOW GLASS LTD	379,101	PRAIRIE HYDRAULIC EQUIPMENT LTD	50,610
PERFECTIONS CUSTOM PAINT & AUTOBODY LTD	300,709	PRANCING HORSE AUTOBODY AND PAINT	717,520
PERFORMANCE INSTITUTE	64,950	PRE-TECH COLLISION LTD	1,368,369
PERPETUAL INSURANCE SERVICES LTD	845,288	PRECISION GLASS LTD	60,379
PERRY ALAN - MEDIATOR	37,812	PRECISION LOCKSMITHING CORP	82,259
PERRY GRANT DR	27,100	PREMIER ENVELOPE LTD	368,314
PERRY THOMAS L DR INC	25,465	PREMIERE COLLISION LTD	926,172
PERRY'S AUTO GLASS AND UPHOLSTERY	39,315	PREMIERE VERBATIM REPORTING LTD	75,093
PETE RENYARD AUTO BODY (CENTERLINE COLL)	545,705	PREMIUM-FIT AUTO UPHOLSTERY & GLASS	30,929
PETE'S AUTOBODY	230,505	PRESTIGE COLLISION SERVICES	1,356,378
PETE'S TOWING & STORAGE (1985) LTD	69,577	PRESTIGE INSURANCE SERVICES LTD	1,619,920
PETER BALJET CHEV PONTIAC BUICK GMC LTD	612,680	PRESTON CHEVROLET BUICK GMC CADILLAC LTD	1,731,644
PETER F POOK INSURANCE AGENCIES LTD	1,239,953	PRESTON MATTHEWS GROUP INC (THE)	26,533
PETER MACDONALD INSURANCE AGENCIES LTD	145,823	PREVOST (VOLVO GROUP CANADA INC)	25,058
PETERBILT PACIFIC INC (KAMLOOPS)	1,337,829	PRICewaterhouseCOOPERS LLP	984,957
PETERBILT PACIFIC LEASING INC	254,971	PRIDE AUTOBODY (PRIDE AUTO SERVICE LTD)	146,331
PETERBILT TRUCKS PACIFIC INC (PR GEORGE)	1,870,764	PRIME COLLISION (2006) LTD	976,093
PETERBILT TRUCKS PACIFIC INC (SURREY)	55,422	PRIME INSURANCE CENTRE LTD	659,881
PETRO CANADA INC	120,313	PRIME RENTALS	33,862
PETTIT AND COMPANY	1,142,340	PRIMELINE AUTOBODY & PAINTING LTD	143,756
PG SURG-MED LTD	76,490	PRINCE GEORGE BRAIN INJURED GROUP SOCIETY	62,896
PGI HOLDINGS LTD DBA METROTOWN DASON INS	390,390	PRINCE GEORGE MOTORS LTD	109,953
PGR CONSULTING INC	72,531	PRINCETON GLASS CO LTD	107,702
PHAN DU DR	26,150	PRIORITY BUILDING SERVICES LTD	28,427
PHARMASAVE MEDICAL EQUIPMENT CENTRE	47,211	PRISM TOWING	61,683
PHARMASAVE PHARMACY	80,741	PRIVASOFT CORP	55,168

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
PRO BODY SHOP (1998) LTD	796,366	RAE-TECH FIRE INVESTIGATIONS LTD	67,820
PRO CHOICE AUTO BODY LTD	89,685	RAINBOW GLASS	134,482
PRO MOTION PHYSIOTHERAPY & SPORTS INJURY	27,443	RAINBOW INSURANCE AGENCY LTD	114,914
PRO TOW (MELNICK'S PROFESSIONAL TOWING)	41,806	RAMP BODY & FENDER WORKS LTD	581,031
PRO-TECH COLLISION CENTRE	470,897	RAND & FOWLER INSURANCE AGENCIES LTD	238,603
PRO-TECH COLLISION LTD	300,519	RAND & FOWLER INSURANCE COQUITLAM LTD	2,732,320
PRO-TECH INDUSTRIAL MOVERS	102,143	RAND & FOWLER INSURANCE LTD	1,983,552
PRO-VISION INSURANCE BROKERS LTD	275,877	RAND & FOWLER INSURANCE SERVICES LTD	1,597,301
PRO-WIDE GLASS INC	96,599	RANDSTAD TECHNOLOGIES	310,705
PROACTIVE HOME CARE SERVICES LTD	49,271	RAPID AUTO GLASS LTD	498,386
PROCARE HEALTH SERVICES INC (PROGROUP)	51,972	RATS TOWING	127,784
PROFILE INVESTIGATIONS INC	102,496	RAY F CHIN INDEPENDENT ADJUSTER	221,743
PROFIRE EMERGENCY EQUIPMENT INC	122,629	RAY WONG INSURANCE SERVICES LTD	313,854
PROGRESS MARKETING INC	28,933	RAY'S AUTOBODY LTD	587,910
PROGRESSIVE INSURANCE SERVICES LTD	351,902	RAYDAR AUTOBODY LTD	1,027,786
PROGRESSIVE REHAB INC	186,106	RBC INVESTOR SERVICES TRUST	56,560
PROLINE COLLISION LTD	298,534	RBS COLLISION REPAIRS LIMITED	100,637
PROLINE GLASS LTD	55,906	RCU INSURANCE SERVICES LTD	260,249
PRONTO AUTO GLASS	129,046	RDM LAWYERS LLP	1,272,465
PRONTO TOWING LTD	92,599	REAL INSURANCE SOLUTIONS INC	912,312
PROSPECT PARK AUTOBODY LTD	885,837	RECEIVER GENERAL FOR CANADA	49,996,825
PROSPEROUS INSURANCE BROKERS LTD	341,107	REFDFLEX TRAFFIC SYSTEMS (CANADA) LTD	4,814,529
PROUT ALISTER J E DR INC	193,213	REEBYE N K DR INC	356,388
PROVIDENCE HEALTH CARE	28,235	REED LORI - REGISTERED COUNSELLOR	72,410
PROVINCE OF BC	101,386,000	REES PETER M DR LTD	276,573
PROVINCE OF BC (MVB FEES)	520,571,003	REFLECTIONS TRUCK BODY REPAIR LTD	2,994,444
PROVINCE OF BC (MVB FINES)	35,385,736	REGAL COLLISION LTD	100,135
PROVINCE OF BC (PREMIUM TAX)	164,673,891	REGAN WILLIAM D DR	112,000
PROVINCE OF BC (SST/TDP/PST)	87,580,967	REGENCY CHRYSLER (100 MILE HOUSE)	25,911
PRYKE LAMBERT LEATHLEY RUSSELL LLP	1,730,353	REGIONAL INVESTIGATION SERVICES LTD	40,803
PUBLIC SERVICE PENSION PLAN	946,115	REHAB GROUP (THE)	300,749
PULLMER LEWIS DR INC	51,762	REHAB ON THE MOVE	53,484
PURULATOR INC	1,038,530	REHABILITATION IN MOTION (CAMPBELL RIVER)	36,928
Q-MATIC CANADA LIMITED	121,453	REHABILITATION IN MOTION (PORT ALBERNI)	25,784
QED FINANCIAL SYSTEMS INC	109,551	REHABILITATION IN MOTION INC (COURTENAY)	87,560
QUALITEK COLLISION LTD	371,526	REHABMAX PHYSIOTHERAPY & SPORTS INJURY	39,741
QUALITY CHOICE AUTO&TRUCK COLLISION	58,246	REID LINDA	35,241
QUALITY FIRST COLLISION REPAIRS LTD	335,883	RELIABLE AUTO BODY (2001) LTD	1,350,552
QUALITY GLASS LTD	128,615	RELIANCE INSURANCE AGENCIES LTD	814,820
QUALITY PLUS AUTO CONSULTING LTD	202,563	RELIANCE PROTECTRON INC	41,719
QUARTECH SYSTEMS LTD	3,617,402	REMPEL ENGINEERING SERVICES LTD	85,737
QUEENSWAY AUTOBODY	426,683	REMPEL'S AUTOMOTIVE	27,713
QUESNEL TOYOTA	100,458	RENAUD COOK DRURY MESAROS PA	29,867
QUINLAN ABRIOUX	5,457,678	REPLICA BCRS CANADA	50,552
QUIRING MOTORS (1994) LTD	104,458	REPORTEX AGENCIES LTD	98,589
QV INVESTORS	619,291	REVIVE AUTO REPAIRS LTD	85,419
R & S AUTOBODY (1990) LTD	935,902	REVIVE REHABILITATION INC	36,430
R AND M GLASS & TRIM	40,508	RF MOORE CLAIMS SERVICE LTD	83,590
R I SMITH HOLDINGS LTD	76,144	RFS CANADA	121,888
R N MCNEIL LAW CORP	42,584	RHC INSURANCE BROKERS LTD	2,759,321
R S JANITORIAL SERVICES LTD	28,130	RIAR KULWANT S DR	132,550
R S REHAB SOLUTIONS INC	384,816	RICH CITY COLLISION REPAIRS (HORSESHOE)	1,087,760
RACE & COMPANY	1,243,720	RICH CITY COLLISION REPAIRS (NO 5 ROAD)	1,507,977

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
RICH'S AUTOBODY & WRECKING LTD	952,051	RUSSELL PROSTHETICS	42,795
RICHARD MURAKAMI COLLISION	43,238	RUSTY'S AUTO TOWING LTD	55,968
RICHARDS BUELL SUTTON	294,641	RUTLAND GLASS (1994) LTD	109,222
RICHARDS INVESTIGATIONS INC	159,724	RV CAMPER & TRAILER CLINIC LTD	36,061
RICHMOND AUTO BODY (RICHMOND)	5,991,062	S & A SAVE ON COLLISION LTD	34,139
RICHMOND AUTO BODY LTD (NORTH VANC)	2,676,264	S & R MAINTENANCE	69,212
RICHMOND CHRYSLER DODGE JEEP LTD	1,497,758	S & S INSURANCE SERVICES LTD	425,868
RICHMOND CONTINENTAL AUTO LTD	449,610	S I SYSTEMS LTD	1,543,119
RICHMOND HONDA CARS	29,824	S J KERNAGHAN ADJUSTERS LTD	61,871
RICHMOND PLASTICS LTD	33,137	S R COLLISION (1991) LTD	86,956
RICHMOND TAXI CO LTD	38,628	S T INSURANCE AGENCY LTD	286,811
RICHMOND TOYOTA LTD	35,111	SABIL INSURANCE AGENCY (ALDERGROVE) LTD	285,854
RICHTER AUTO BODY LTD	34,395	SACRED HEART MEDICAL CENTER	25,764
RICOH CANADA INC	2,912,994	SADHRA MANJIT DR	83,050
RIDE TO CONQUER CANCER (THE)	36,800	SAHARA REHAB CONSULTING LTD	46,949
RIDE WITH PRIDE AUTOBODY & GLASS	33,274	SAINT ELIZABETH HEALTH CARE	28,855
RIDGE INVESTIGATIVE SERVICES	41,316	SALMO AUTO REBUILDERS	31,249
RIDGWAY & COMPANY	291,905	SALMON ARM CHEV OLDS PONTIAC BUICK GMC	33,909
RIGHT MANAGEMENT INC	99,067	SALMON ARM FRAME & BODY SHOP (2000) LTD	276,481
RIGHT TOUCH AUTOBODY LTD	120,708	SAMAC ENGINEERING LTD	31,169
RILEY'S AUTOBODY LTD	85,524	SAMI'S AUTOBODY & PAINTING 1990 LTD	83,079
RITCHEY & SONS COLLISION REPAIR LTD	45,361	SAMRA AUTOBODY LTD	139,137
RITCHIE COLLISION LTD	499,584	SAMSON AUTO SERVICE	37,604
RITZ AUTOBODY LTD	88,046	SAN COLLISION AUTO REPAIRS LTD	310,870
RIVER ROCK CASINO RESORT	33,546	SANDHU SATINDER DR	49,850
RIVERSIDE COLLISION (PRINCE GEORGE)	345,561	SANDPIPER GARDENS & GLASS	41,908
RIVERSIDE COLLISION LTD	375,312	SANDY'S COLLISION REPAIRS	108,206
RIVERSIDE INSURANCE AGENCIES (1984) LTD	374,570	SANGAM AUTO BODY LTD	283,925
RML AUTOMOTIVE APPRAISALS LTD	32,607	SANTOS COLLISION CRAFT	214,927
ROAD WARRIOR MOBILE AUTO GLASS INC	161,349	SAP CANADA INC	4,311,433
ROADHOUSE TOWING	55,918	SARAH REHAB CONSULTING LTD	74,516
ROADWAY TOWING LTD	502,481	SARAN PERTHPAL GARY DR	49,100
ROBBINS PARKING SERVICE LTD	76,598	SAS INSTITUTE (CANADA) INC	257,118
ROBERT R LAWLER, PLC	482,340	SASCU INSURANCE SERVICES LTD	294,954
ROBERTS TOWING AND RECOVERY	61,542	SASI AUTOCRAFT LTD	132,904
ROCKY MOUNTAIN DIESEL LTD	886,623	SAXBEE INSURANCE AGENCIES LTD	1,493,680
ROD'S AUTO GLASS & UPHOLSTERY LTD	81,684	SCARBOROUGH HERMAN BLUEKENS	134,641
ROD'S TOWING	27,528	SCHEER & ZEHNDER LLP	455,436
ROGER D WATTS LAW CORPORATION	250,760	SCHILL INSURANCE BROKERS LTD	2,405,457
ROGERS COMMUNICATIONS PARTNERSHIP	64,314	SCHWEIGEL J F DR INC	48,289
RON RIDLEY RENTALS LTD	73,368	SCM MEDICAL SERVICES INC	179,089
RON'S COLLISION	1,020,167	SCOTT ROAD INSURANCE SERVICES LTD	319,706
RONA KINETICS AND ASSOCIATES LTD	100,961	SCOTT ROAD PHYSIO & WELLNESS	38,923
ROOKZ'S AUTOBODY LTD	388,703	SCOTT SPECIAL PROJECTS LTD	1,790,688
ROSEMARY HEIGHTS CHIROPRACTIC	25,100	SCOTT TOWN AUTOBODY LTD	317,598
ROSSLAND JEFF'S COLLISION	28,395	SCRAP KING AUTOWRECKING & TOWING LTD	34,705
ROUTLEY & COMPANY	792,120	SCU INSURANCE SERVICES LTD	509,627
ROYAL BANK OF CANADA	981,026	SDM REALTY ADVISORS LTD	1,335,305
ROYAL CITY AUTOPAINTING & COLLISION	271,932	SEAFIRST INSURANCE BROKERS LTD	746,250
RUDY & PETER BODY SHOP (2004) LTD	523,715	SEHELTS INSURANCE AGENCY (1987) LTD	299,574
RUNZER'S COLLISION	123,184	SECOND LOOK AUTO BODY (1992) LTD	607,562
RUSH CLAIMS SOLUTIONS	63,515	SECURITY RESOURCE GROUP INC	40,410
RUSS' BODY SHOP (1988) LTD	844,021	SEDGWICK CMS	80,372

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
SELKIRK GLASS LTD	69,147	SMITHRITE DISPOSAL LTD	132,709
SEMRAU STANLEY DR INC	523,244	SN TRANSPORT LTD	44,711
SENSUS COMMUNICATION SOLUTIONS INC	98,343	SNIDER SCOTT	84,860
SENTES CHEVROLET LTD	323,589	SOC ROBOTICS INC	136,632
SENTRY PARTNERS INC	54,740	SOFSYSTEMS CONSULTING INC	81,066
SERVICE GLASS LTD	123,944	SOFTCHOICE CORPORATION	7,372,373
SERVICE QUALITY MEASUREMENT GROUP INC	203,438	SOJA PETER J DR CONSULTING SERVICES	74,388
SERVICEMASTER FOR BURNABY	43,320	SOLID GOLD COLLISION LTD	339,627
SETTLED BY SCHAPIRO MEDIATIONS INC	101,850	SOLOMONS KEVIN DR INC	542,500
SHARONS INSURANCE SERVICES LTD	240,570	SOLUTIONS THRU SOFTWARE LTD	1,358,761
SHARP COLLISION REPAIR LTD	320,397	SOMATEC REHAB AND PERSONAL TRAINING	96,138
SHARPE'S INSURANCE SERVICES LTD	246,018	SOMERS AND COMPANY	3,737,385
SHAW CABLESYSTEMS GP	76,246	SOOKE'S WESTCOAST COLLISION & GLASS	67,370
SHAW SABEY & ASSOCIATES LTD	156,384	SOPRON AUTO BODY (P & T AUTO BODY LTD)	530,110
SHELBOURNE PHYSIOTHERAPY	60,901	SOPRON AUTO BODY LTD	399,210
SHERATON VANCOUVER AIRPORT	43,302	SOUND IDEARS INC	49,316
SHERATON VANCOUVER WALL CENTRE	86,183	SOUTH COAST FORD PROPERTY	38,203
SHIELD GLASS (2007) LTD	69,755	SOUTH FRASER PHYSIOTHERAPY CLINIC INC	106,565
SHOJANIA KAM DR	34,630	SOUTH SEAS AUTO BODY CO LTD	1,261,023
SHOOK WICKHAM BISHOP AND FIELD	148,040	SOUTHERN INSURANCE SERVICES LTD	2,088,988
SHOPPERS DRUG MART	162,621	SOUTHLANDS INSURANCE BROKERS (1992) INC	228,517
SHOPPERS HOME HEALTH CARE	260,110	SOUTHSIDE DOOR AND GATE	62,933
SHUSWAP COLLISION CENTER LTD	721,111	SOVIA O M DR	352,786
SICAMOUS COLLISION REPAIR	203,387	SOWDEN DAVID DR INC	26,929
SIDEWINDER CONVERSIONS & MOBILITY LTD	66,141	SPARLING REAL ESTATE LTD	111,387
SIDHU JUJHAR S DR	54,000	SPECIAL D'S COLLISION	277,788
SIDHU K K DR & ASSOCIATES	33,704	SPECIALIST REFERRAL CLINIC	1,961,622
SIDKY A DR	41,997	SPECTRUM REHABILITATION SERVICE INC	35,759
SIDNEY GLASS (CAPITAL AUTOGLASS-SIDNEY)	202,510	SPEED DATA SYSTEMS LTD	50,288
SIDNEY GLASS (CAPITAL GLASS-VICTORIA)	48,281	SPEEDIER AUTO BODY SHOP LTD	461,404
SIERRA SYSTEMS GROUP INC	203,546	SPEEDY COLLISION LTD	106,060
SIGFUSSON CONSTRUCTION LTD	67,200	SPEEDY GLASS (ABBOTSFORD)	400,176
SIGNAL COLLISION CRANBROOK	1,163,417	SPEEDY GLASS (ALDERGROVE)	80,383
SIGNAL COLLISION LTD	621,680	SPEEDY GLASS (BURNABY-IMPERIAL ST)	400,392
SILHOUETTE COLLISION (PLANET ERA ENT LTD)	2,076,702	SPEEDY GLASS (BURNABY-LOUGHEED HWY)	382,193
SILVER WING INSURANCE SERVICES LTD	368,987	SPEEDY GLASS (CHILLIWACK)	390,616
SIMILKAMEEN AGENCIES LTD	387,204	SPEEDY GLASS (COQUITLAM)	600,625
SIMPSON CONTROLS LTD	811,842	SPEEDY GLASS (CRANBROOK)	185,487
SINGLETON URQUHART	3,944,111	SPEEDY GLASS (KAMLOOPS-SEYMOUR ST)	287,952
SINTRA ENGINEERING	34,829	SPEEDY GLASS (KAMLOOPS-TRANQUILLE)	327,918
SITKA PHYSIOTHERAPY & WELLNESS	38,808	SPEEDY GLASS (KELOWNA)	428,617
SKAHA FORD INC	650,954	SPEEDY GLASS (LANGLEY)	840,432
SKEENA GLASS LTD	160,444	SPEEDY GLASS (MAPLE RIDGE)	234,572
SKILLSOFT CANADA LTD	149,839	SPEEDY GLASS (NANAIMO)	189,909
SKYLITE BUILDING MAINTENANCE LTD	38,662	SPEEDY GLASS (NORTH VAN-BROOKSBANK)	454,456
SKYVIEW INSURANCE BROKERS LTD	156,733	SPEEDY GLASS (NORTH VAN-MARINE DR)	512,399
SLR CONSULTING (CANADA) LTD	50,264	SPEEDY GLASS (PENTICTON)	432,426
SMART & BIGGAR	33,312	SPEEDY GLASS (PRINCE GEORGE-15TH AVE)	314,111
SMITH & NEPHEW INC	54,120	SPEEDY GLASS (RICHMOND)	400,937
SMITH CHEVROLET CADILLAC LTD	1,062,099	SPEEDY GLASS (SQUAMISH)	247,165
SMITH DERRYCK H DR INC	410,784	SPEEDY GLASS (SURREY-FRASER HWY)	444,989
SMITH J DR INC	63,675	SPEEDY GLASS (SURREY-KING GEORGE HWY)	363,118
SMITHERS PARTS & SERVICES	57,016	SPEEDY GLASS (SURREY-136TH)	118,334

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
SPEEDY GLASS (SURREY-72ND AVE)	534,198	SUMMIT INSURANCE BROKERS INC	136,121
SPEEDY GLASS (VANCOUVER-BROADWAY)	360,465	SUN COUNTRY TOYOTA	1,037,368
SPEEDY GLASS (VANCOUVER-KINGSWAY)	1,331,255	SUN LIFE FINANCIAL	258,102
SPEEDY GLASS (VERNON)	401,564	SUN VALLEY GLASS	151,388
SPEEDY GLASS (VICTORIA-ISLAND HWY)	379,541	SUNCREEK AUTO GLASS LTD	251,984
SPEEDY GLASS (VICTORIA-PANDORA AVE)	283,027	SUNCREEK DEVELOPMENTS LTD	27,459
SPEEDY GLASS (WILLIAMS LAKE)	180,491	SUNGARD AVAILABILITY SERVICES CANADA LTD	651,332
SPINNERS AUTO GLASS LTD	55,923	SUNLIGHT AUTO REPAIR CENTRE	61,526
SPLASHES WASH LODGE INC	337,315	SUNNYSIDE AUTOBODY (1980) LTD	1,035,904
SPORTS & SPINE PHYSIOTHERAPY & REHAB	56,589	SUNRISE FORD SALES LTD	578,056
SPORTSMAN'S CORNER 2002	27,452	SUNRISE TRAILER SALES LTD	29,680
SPOTLITE CUSTOM COLLISION LTD	1,193,531	SUNSET GLASS	77,614
SPRINGFIELD AUTO BODY LTD	949,498	SUNSET PHYSIOTHERAPY CLINIC	55,392
SPRINGMAN'S SATURN & ISUZU	743,935	SUNSET SQUARE (DARLEN VENTURES LTD)	95,627
SPRINT GLASS	37,936	SUNSHINE AUTOBODY (VERNON) LTD	219,760
SQUAMISH INSURANCE AGENCIES LTD	211,990	SUNSHINE AUTOBODY LTD	898,332
SQW INVESTIGATIONS INC	161,154	SUNSHINE GLASS AND MIRROR LTD	78,530
STAMPEDE GLASS	269,274	SUNWEST RV CENTRE LTD	25,455
STANDARD & POOR'S LLC	42,609	SUNWHEEL REHABILITATION	109,842
STANDARD AUTO GLASS (KELOWNA)	85,505	SUPER EURO AUTO LTD	873,452
STANDARD LIFE ASSURANCE COMPANY OF CANADA	303,494	SUPERIOR COLLISION REPAIRS LTD	1,203,741
STANDISH TOWING & RECOVERY LTD	40,763	SUPERSTAR AUTO REPAIR CENTRE LTD	377,027
STANIFORTH ROBYN - KINESIOLOGIST/OT	407,189	SURDELL KENNEDY TAXI LTD	63,076
STANLEY CONVERGENT SECURITY	30,380	SUREWAY INSURANCE SERVICES LTD	142,953
STANTEC CONSULTING LTD	57,763	SURREY AUTO GLASS	227,377
STAR AUTOBODY LTD	1,812,357	SURREY AUTOBODY AND PAINT LTD	1,250,871
STARLITE AUTOBODY LTD	533,680	SURREY HONDA (SURREY IMPORTS LTD)	29,160
STATE STREET BANK & TRUST COMPANY CANADA	52,618,027	SURREY SPORTS & REHABILITATION PHYSIO	38,132
STATE STREET CORPORATION	71,333	SURVTECH INVESTIGATIONS	69,811
STATE STREET GLOBAL ADVISORS LTD	335,165	SUSSEX INSURANCE AGENCY (AMBLESIDE) INC	134,989
STATE STREET TRUST COMPANY CANADA	717,871	SUSSEX INSURANCE AGENCY (CREST PLAZA) INC	2,310,620
STAVROS BODY SHOP	306,285	SUSSEX INSURANCE AGENCY (KELOWNA) INC	1,189,668
STENS CONSULTING INC	34,048	SUSSEX INSURANCE AGENCY (LANGLEY) INC	552,702
STERLING AUTOWORKS	310,215	SUSSEX INSURANCE AGENCY (MISSION) INC	1,285,828
STERLING PACIFIC INVESTIGATIONS	125,418	SUSSEX INSURANCE AGENCY (ROYAL OAK) INC	904,323
STEVE MARSHALL FORD LINCOLN LTD	42,776	SUSSEX INSURANCE AGENCY INCORPORATED	1,004,189
STEVE MARSHALL MOTORS (1996) LTD	560,611	SUTER BROOK INSURANCE SERVICES LTD	151,693
STEVE NASH FITNESS WORLD	39,383	SWADDEN & COMPANY	2,375,022
STEVENS VIRGIN	6,381,507	SWEDE'S TOWING (DAWSON CREEK)	38,574
STEWART & COMPANY	4,740,589	SWIM INTERNATIONAL RECRUITING INC	42,000
STEWART'S WELDING LTD	32,807	SYMANTEC	791,130
STILL CREEK COLLISION INC	645,930	SYMMETRIX INSTITUTE OF EXERCISE	75,953
STILL CREEK PRESS LTD	200,331	SYNAPTIC ANALYSIS CONSULTING GROUP INC	119,842
STONE BROS AUTO BODY & AUTO WRECKING LTD	927,252	SYNCSORT INCORPORATED	38,126
STREAMLINE AUTO & WINDOW GLASS LTD	116,226	SYNECTICS ROAD SAFETY RESEARCH CORP	35,838
STRICTLY AUTO GLASS	40,111	SYNERGY TRUCKING LTD	32,834
STUDZ CUSTOM DESIGNS LTD	27,925	T C VALLEY COLLISION LTD	722,891
SUBURBAN MOTORS (VICTORIA FORD ALLIANCE)	1,251,353	T F AUTO BODY (TUNG FAT MOTORS LTD)	185,368
SUCCESS REALTY & INSURANCE LTD	252,676	T J GLASS ODYSSEY INC	745,649
SUDDEN IMPACT AUTO BODY REPAIR LTD	699,828	T J'S AUTO BODY (1998) LTD	1,087,014
SUMAS ENVIRONMENTAL SERVICES INC	29,328	T J'S TOWING & STORAGE	25,906
SUMAS MOUNTAIN CHIROPRACTIC	43,513	T R COLLISION LTD	46,288
SUMMERLAND GLASS AND MIRROR LTD	94,964	T S MCKENZIE INSURANCE AGENCIES LTD	245,722

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
TAB CANADA	86,591	TOTEM TOWING	336,441
TABERNER PAUL D - MEDIATOR	34,605	TOUCHSTONE PROPERTY MANAGEMENT LTD	82,381
TALBOT INSURANCE SERVICES LTD	211,404	TOWERS WATSON SOFTWARE LTD	95,763
TALBOT MEDIATION SERVICES LTD	255,155	TOWN OF GIBSONS	278,619
TAMMY STAMNES & KEN WILSON INS AGENCY	2,605,982	TOWN OF LAKE COWICHAN	80,000
TAO'S AUTO BODY COLLISION LTD	94,253	TOWN OF SIDNEY	247,245
TAURUS AUTO COLLISION CARE LTD	88,759	TOWN OF SMITHERS	46,828
TAURUS COMMERCIAL REAL ESTATE SERVICES	328,658	TOWN OF VIEW ROYAL	111,219
TAURUS TRUCK & CRANE REPAIR LTD	55,357	TOWNLIN INSURANCE SERVICES LTD	242,930
TAYLORMOTIVE SERVICE LTD	2,127,689	TOWNSEND & LEEDHAM ADJUSTERS LTD	34,943
TCS FORENSICS LIMITED	25,650	TOWNSHIP OF LANGLEY	514,871
TD ASSET MANAGEMENT INC	158,610	TP SYSTEMS LTD	3,606,615
TEACHERS' TUTORING SERVICE	28,960	TRADEMARK GLASSWORKS LTD	102,560
TEAL PHILIP DR FRCPC INC	98,775	TRADEWIND INSURANCE SERVICES LTD	263,932
TEC OF CALIFORNIA INC	33,713	TRAILER WIZARDS LTD	320,648
TECHNICAL ASSISTANCE GROUP	30,504	TRANSAMERICA GLASS NETWORK	110,545
TEDCO RV SUPPLIES	25,801	TRANSFORMERS COLLISION CENTRE	649,717
TEKSYSTEMS CANADA INC	3,372,659	TRANSWORLD MANAGEMENT LTD	152,618
TELDON MARKETING INC	158,659	TRAVCO RV SERVICE CENTRE LTD	69,173
TELECOM WEST INC	91,776	TRAVELAND LEISURE VEHICLES LTD	129,666
TELUS COMMUNICATIONS INC	7,646,675	TRAVLOS ANDREW DR	60,037
TELUS INTERNET SERVICES	28,658	TRAXLER HAINES	411,982
TELUS SERVICES INC	3,399,192	TRELOAR PHYSIOTHERAPY CLINIC	28,603
TERMINAL AUTO BODY (PARKSVILLE) LTD	1,012,949	TREV DEELEY MOTORCYCLES (1991) LTD	48,719
TERRACE TOTEM FORD SALES LTD	35,596	TRI CITY AUTO	43,795
TERRY F BROWN CHIROPRACTIC CORP	25,600	TRI-CITY INSURANCE BROKERS LTD.	473,556
TESSLER BERNARD B DR INC	546,586	TRI-LINE GLASS LTD	199,953
THERMO KING OF BRITISH COLUMBIA INC	34,174	TRI-WEST CONTRACTING & EXCAVATING	99,869
THISTLE CANADA (DIV OF JARDINE LLOYD)	286,436	TRILLIUM SPECIALTY PAPERS INC	25,469
THOMAS SHAWN DR	25,165	TRIMLINE PERFORMANCE LTD	69,329
THOMPSON INSURANCE CENTRE (1997) INC	107,928	TRISTAR COLLISION	1,657,934
THOMPSON J P DR INC	190,146	TROJAN COLLISION SERVICES LTD	1,854,886
THORNBURG INVESTMENT MANAGEMENT GROUP	709,188	TRU-LINE AUTOBODY FRAME & WHEEL	220,303
THREE PEAKS KINESIOLOGY	41,522	TSAWWASSEN COLLISION LTD	1,376,888
THRIFTY AUTOMOTIVE GROUP CANADA INC	28,896	TSAWWASSEN INSURANCE BROKERS LTD	218,611
THUNDERBIRD INSURANCE BROKERS LTD	253,048	TSL INSURANCE AGENCY LTD	160,492
THUNDERVALLEY TOWING	81,343	TSN INSURANCE SERVICES LTD	774,581
TIGER TOWING LIMITED	50,992	TSX INC	85,405
TILLYARD MANAGEMENT INC	169,167	TURNBULL IAN M DR	175,781
TIP TOP COLLISION LTD	733,593	TURNHAM WOODLAND	401,894
TITCHENER DR CHIROPRACTIC CORP	33,961	TURNING POINT REHABILITATION CONSULTING	171,277
TMA AUTOBODY & SERVICES LTD	749,423	TWENTY FOUR SEVEN INVESTIGATIONS INC	142,648
TOM THOMPSON AUTO GLASS LTD	161,236	TWIN RINKS PHYSIOTHERAPY & SPORTS INJURY	35,724
TOM'S & MERRITT TOWING LTD	156,203	TWINSTAR COLLISION LTD	159,652
TOM'S CUSTOM AUTO BODY LTD	2,255,153	TXL INSURANCE AGENCY INC	554,891
TOMITA TODD DR	66,250	TY-CROP MANUFACTURING LTD	503,086
TOMMY'S UPHOLSTERY LTD	50,802	TYEE CHEVROLET LTD	517,995
TONKS TOWING LTD	865,262	TYLER'S TOWING	53,380
TONY LAU INSURANCE AGENCIES LTD	583,415	ULTIMATE COLLISION REPAIRS LTD	518,112
TOP GUN COLLISION AUTO BODY LTD	734,472	ULTRA-TECH CLEANING SYSTEMS LTD	178,237
TOPWIN AUTO CENTRE (THE CARBOY AUTO SALES	44,795	UNDERWRITERS INSURANCE AGENCIES-POWELL RV	296,040
TOTAL ENERGY SYSTEMS LTD	111,358	UNDERWRITERS INSURANCE BROKERS (BC) LTD	398,935
TOTAL THERAPY REHABILITATION AND WELLNESS	118,951	UNDERWRITERS INSURANCE BROKERS-PENTICTON	657,797

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
UNDERWRITERS INSURANCE BROKERS-VALEMOUNT	169,624	VILLAGE INSURANCE SERVICES LTD	476,701
UNIFIED SYSTEMS INC	461,875	VILLAGE OF ALERT BAY	45,387
UNIGLOBE GUARDIAN TRAVEL LTD	32,319	VILLAGE OF LUMBY	112,944
UNITED COLLISION AUTO REPAIR	307,201	VILLAGE OF MCBRIDE	29,011
UNITED COLLISION REPAIR LTD	147,685	VILLAGE OF MIDWAY	66,894
UNITED REPORTING SERVICE LTD	25,727	VINA INSURANCE SERVICES LTD	288,570
UNITED SPRING & BRAKE LTD	49,614	VINASAFE INSURANCE SERVICES LTD	596,309
UNITED TOWING SERVICES INC	31,987	VIP MAZDA (VIP SALES LTD)	26,138
UNITED WAY OF THE LOWER MAINLAND	193,384	VIRK INSURANCE AGENCIES LIMITED	72,898
UNITOW SERVICES (1978) LTD	2,239,198	VIRTUSA CORPORATION	848,056
UNIVERSAL AUTO COLLISION LTD	191,204	VISION AUTO GLASS	390,179
UNIVERSITY INSURANCE BROKERS	173,396	VISION CRITICAL COMMUNICATIONS INC	98,224
URBAN PACIFIC REAL ESTATE	103,648	VISIONS INSTALL (SURREY)	28,993
URGEL'S AUTO COLLISION LTD	912,142	VOCATIONAL PACIFIC LTD	427,554
VAISLER BARRY J DR INC	49,143	VOLTECH ELECTRIC LTD	36,018
VALLANCE MAELOR DR INC	155,825	WADDELL RAPONI	556,892
VALLEY GLASS KELOWNA LTD	44,046	WADE JOHN P DR INC	116,111
VALLEY GLASS WESTBANK LTD	245,369	WAGSTAFFE AUTOMOTIVE	241,469
VALLEY PACIFIC INVESTIGATIONS LTD	51,771	WAHL ADALBERT E DR	58,721
VALLEY WORK EVALUATION & RESEARCH CENTRE	128,807	WALDALE	3,830,300
VAN HORNE TOWING (2000) LTD	72,341	WALIA INSURANCE AGENCIES LTD	524,627
VAN ISLE AUTO GLASS LTD	98,785	WALLY'S AUTO BODY LTD	640,435
VAN-BURN COLLISION REPAIRS LTD	960,027	WALNUT GROVE COLLISION SERVICES LTD	1,100,927
VANCITY AUTOBODY LTD	1,120,606	WALNUT GROVE INSURANCE AGENCY LTD	246,435
VANCOUVER AXLE & FRAME LTD	51,211	WALT'S TOWING AND AUTOMOTIVE SERVICES	28,400
VANCOUVER BMW DUCATI	56,924	WARAWA TERRANCE C DR CHIROPRACTIC INC	32,550
VANCOUVER BOARD OF TRADE	43,845	WARD GROUP	37,432
VANCOUVER COASTAL HEALTH AUTHORITY	153,921	WARD WATKINS INSURANCE BROKERS (MPL RDG)	477,959
VANCOUVER EURO EXOTIC AUTO INC	31,082	WARD WATKINS INSURANCE BROKERS (SURREY)	263,333
VANCOUVER HOLDINGS (BC) LTD	204,405	WARING ROSS	61,331
VANCOUVER ISLAND HEALTH AUTHORITY	98,160	WARRINGTON PCI MANAGEMENT	1,638,979
VANCOUVER ISLAND INSURANCECENTRES INC	4,942,152	WASSERMAN & PARTNERS	8,126,020
VANCOUVER LITIGATION SUPPORT SERVICES LTD	109,856	WASYLYNKO DAVID DR	29,535
VANCOUVER TMJ & SLEEP THERAPY CENTER	39,270	WATKIN MOTORS	83,506
VANDENBILT AUTO BODY LTD	654,434	WATTERSON JOHN DR INC	55,167
VANDY DEVELOPMENTS LTD	74,479	WE CARE HOME HEALTH SERVICES (ABBOTSFORD)	335,248
VAUGHAN OCCUPATIONAL CONSULTING	110,036	WE CARE HOME HEALTH SERVICES (COURTENAY)	49,688
VENIER M A DR	45,400	WE CARE HOME HEALTH SERVICES (KEL-RICHTER)	143,050
VENTURA CAPITAL CORPORATION	135,828	WE CARE HOME HEALTH SERVICES (NANAIMO)	111,317
VERN AND ROSS CUSTOM AUTO	74,889	WE CARE HOME HEALTH SERVICES (NORTH VANC)	27,893
VERNON & DISTRICT PRIVATE INVESTIGATION	26,160	WE CARE HOME HEALTH SERVICES (PENTICTON)	110,499
VERNON AUTO TOWING LTD	118,155	WE CARE HOME HEALTH SERVICES (PORT COQ)	155,032
VERNON MEDICAL SUPPLIES LTD	33,465	WE CARE HOME HEALTH SERVICES (PR GEORGE)	70,652
VERNON STAR AUTO BODY	1,909,945	WE CARE HOME HEALTH SERVICES (SURREY)	166,314
VERNON TOYOTA CENTRE	95,606	WE CARE HOME HEALTH SERVICES (VANCOUVER)	216,556
VIC WALLACE INSURANCE AGENCY LTD	168,678	WE CARE HOME HEALTH SERVICES (VERNON)	154,013
VICKERS AUTOBODY LTD (SAVE ON AUTOBODY)	407,209	WE CARE HOME HEALTH SERVICES (VICTORIA)	238,633
VICKERY COLLISION LTD	745,704	WEBSTER HUDSON & COOMBE LLP	3,372,981
VICTORIA EXERCISE REHABILITATION CENTRE	145,683	WEEKS INSURANCE & FINANCIAL SERVICES INC	135,126
VIETA IMPORT AUTOBODY LTD	960,563	WEISS MARGARET DR INC	57,125
VIEWPOINT MEDICAL ASSESSMENT SERVICES INC	479,112	WELCOME BACK MRI & PAIN MANAGMENT CENTRE	41,826
VIIC FRANCHISE CORPORATION	647,675	WELL ON AUSTIN HEALTH GROUP INC (THE)	220,800
VILLA INSURANCE AGENCY LTD DBA BAY CITY	585,783	WENDY LINTOTT CONSULTING	61,273

Amounts paid to suppliers for goods and services for the year ended December 31, 2012

SUPPLIER NAME	AMOUNTS	SUPPLIER NAME	AMOUNTS
WERRY D & B DRS INC	173,237	WILSON M BECK INSURANCE SERVICES INC	338,862
WESGROUP INCOME PROPERTIES LP	307,690	WINFIELD HEAVY TRUCK & COLLISION REPAIRS	137,036
WESGROUP PROPERTIES LTD PARTNERSHIP	1,149,582	WINGLEE AUTOMEDIC	43,807
WESPAC AUTO GLASS LTD	75,770	WISEMAN STEPHEN R DR INC	103,153
WEST CANADA INSURANCE SERVICES INC	344,616	WIZARDS GLASS & UPHOLSTERY LTD	52,879
WEST COAST COLLISION	275,965	WM ANDERSON AGENCIES LTD	840,176
WEST COAST DETAIL & ACCESSORY	152,710	WM HOWARD INSURANCE AGENCIES LTD	82,162
WEST COAST KINESIOLOGY SERVICES LTD	95,417	WONG DR & ASSOC PROFESSIONAL PSYCHOLOGY	57,432
WEST COAST REPAIR & COLLISION SERVICE	453,152	WONG PETER K DR INC	261,727
WEST COAST TOYOTA	38,210	WONG'S INSURANCE SERVICES LTD	609,036
WEST END AUTO BODY LTD	1,839,795	WOOD WHEATON CHEVROLET CADILLAC BUICK GMC	126,163
WEST END PHYSIOTHERAPY CLINIC	25,338	WOOLFENDEN ANDREW R DR INC	308,227
WEST PACIFIC CONSULTING GROUP	7,278,305	WORK IN PROGRESS REHABILITATION	147,161
WEST-PAC CONTRACTING LTD	46,637	WORKERS' COMPENSATION BOARD OF BC	811,765
WESTERN AUTO WRECKERS	100,066	WORKOPOLIS	29,317
WESTERN COMPENSATION & BENEFIT	40,615	WORKPLACE RESOURCE	1,215,570
WESTERN FINANCIAL GROUP (NETWORK) INC	12,115,386	WRIGHT'S AUTO BODY	336,253
WESTERN MEDICAL ASSESSMENTS CORP	41,951	X-TREME COLLISION & CUSTOM	26,478
WESTERN STAR & STERLING TRUCKS	53,495	XTREME AUTOBODY & PAINT	230,833
WESTGATE RV CENTRE LTD	59,540	YAU BONG AUTO GLASS LTD	41,670
WESTHAVER JOHN	35,934	YEE INSURANCE SERVICES LTD	111,455
WESTIN BAYSHORE (THE)	25,184	YELLOW CAB COMPANY LTD	92,614
WESTKEY GRAPHIC LTD	34,432	YELLOWHEAD ROAD & BRIDGE (FORT GEORGE)	158,624
WESTLAND INSURANCE GROUP LTD	12,223,673	YOUR FAMILY FOOD MART LTD	171,416
WESTSHORE INSURANCE SERVICES	262,495	YSL KINESIOLOGY SERVICES	49,297
WESTSHORE TOWING LTD	114,144	YU WILLIAM DR INC	74,045
WESTVIEW AGENCIES LTD	723,075	YUMA REGIONAL MEDICAL CENTER	26,623
WESTWOOD HONDA	30,424	ZIMMER WHEATON PONTIAC BUICK GMC LTD	1,168,819
WHEATON CHEVROLET BUICK CADILLAC GMC LTD	904,075	ZOFFMANN ELISABETH DR	45,306
WHEATON PONTIAC BUICK GMC (NANAIMO) LTD	1,054,751	ZORKIN INSURANCE BROKERS INC	323,907
WHEELER-HOMEMAKER'S INSURANCE AGENCIES	88,767	100 MILE GLASS LTD	103,450
WHISTLER GLASS LTD	97,594	171 ESPLANADE LEASEHOLDS LTD	134,468
WHITE DAVID R - ACTIVE REHABILITATION	32,660	171 WEST ESPLANADE	347,491
WHITE ROCK GLASS (2005) LTD	207,745	20/20 AUTO GLASS (ABBOTSFORD) LTD	501,958
WHITE ROCK SOUTH SURREY TAXI LTD	88,676	2000 AUTOMOTIVE COLLISION	968,682
WHITE STAG AUTO BODY LTD	233,993	24 HOUR TOWING	75,976
WHITELAW TWINING	1,684,518	24 HR COLLISION CENTER INC	838,729
WHITLOCK INSURANCE SERVICES LTD	187,593	245726 BC LTD DBA SUSSEX INSURANCE AGENCY	521,229
WHYTE BARRY DR CHIROPRACTIC INC	35,276	297701 BC LTD DBA IBABC INSURANCE SERVICE	77,287
WHYTE INSURANCE SERVICES LTD	102,584	466824 BC LTD DBA B & W INSURANCE AGENCY	1,099,016
WIGHTMAN & SMITH INSURANCE AGENCIES LTD	605,378	485975 BC LTD DBA SUSSEX INSURANCE AGENCY	498,039
WILFRED LEONG INSURANCE AGENCIES LTD	83,916	510586 BC LTD DBA SUSSEX INSURANCE AGENCY	449,746
WILLE DODGE CHRYSLER LTD	737,621	51561 BC LTD	68,123
WILLIAM PARTON AGENCIES LTD	90,619	548981 BC LTD DBA JOHN FLEMING INSURANCE	167,724
WILLIAMS ARTHUR D, LLC	196,133	556774 BC LTD DBA SUSSEX INSURANCE AGENCY	527,788
WILLIAMS RECOGNITION LTD	136,759	596961 BC LTD (TILLYARD MANAGEMENT INC)	2,365,222
WILLIS CANADA INC	192,833	610728 BC LTD DBA SUSSEX INSURANCE AGENCY	702,297
WILLOW POINT COLLISION	408,629	677891 BC LTD DBA SUSSEX INSURANCE AGENCY	511,158
WILLOWBROOK COLLISION 2002 LTD	542,530	6993745 CANADA LTD DBA	288,206
WILLOWBROOK MOTORS LTD	28,222	7 GN AUTOBODY LIMITED	118,531
WILLY'S COLLISION (2005) LTD	543,107	767147 BC LTD DBA SUSSEX INSURANCE AGENCY	240,951
WILSON KING AND COMPANY	285,161	768206 BC LTD DBA SUSSEX INSURANCE AGENCY	147,605
WILSON M BECK INSURANCE SERVICES (KEL)	149,346	804297 BC LTD	134,809

**Amounts paid to suppliers for goods and services
for the year ended December 31, 2012**

SUPPLIER NAME	AMOUNTS
824953 BC LTD	29,030
846589 BC LTD DBA SUSSEX INSURANCE AGENCY	314,635
851765 BC LTD DBA SUSSEX INSURANCE AGENCY	536,970
852773 BC LTD DBA SUSSEX INSURANCE AGENCY	548,497
856028 BC LTD DBA SUSSEX INSURANCE AGENCY	521,409
863981 BC LTD DBA SUSSEX INSURANCE AGENCY	256,863
906873 BC LTD DBA SUSSEX INSURANCE AGENCY	277,050
913364 BC LTD DBA SUSSEX INSURANCE AGENCY	337,894
913365 BC LTD DBA SUSSEX INSURANCE AGENCY	74,261
913367 BC LTD DBA SUSSEX INSURANCE AGENCY	163,086
925218 BC LTD DBA SUSSEX INSURANCE AGENCY	208,480
925250 BC LTD DBA SUSSEX INSURANCE AGENCY	175,297
943450 BC LTD DBA SUSSEX INSURANCE AGENCY	107,986
944048 BC LTD DBA SUSSEX INSURANCE AGENCY	73,602
953121 BC LTD DBA SUSSEX INSURANCE AGENCY	28,295
TOTAL FOR OVER \$25,000	\$ 2,506,010,698
OTHERS UNDER \$25,000	\$ 62,441,162
GRAND TOTAL	<u>\$ 2,568,451,860</u>

