



May 29, 2017

Attention: all Glass Express suppliers

Subject line: Update on ICBC's windshield repair program

The first two months of our windshield repair program has been very successful and I'd like to take this opportunity to thank everyone for their commitment and continued support, and also to provide some updates and clarifications.

Together we have processed more than 11,000 windshield repair claims to date, and majority of these (91 per cent) were for one or two chips.

Provincial Glass Operations (PGO) update

Thank you for your feedback about the great customer service our dedicated and committed Provincial Glass Operations (PGO) team have been providing. We recognize that our call wait times have been longer than usual in the recent weeks, and we're pleased to note that we have increased our PGO staffing and we're also looking at some system improvements that will help reduce the requirement to call PGO.

As a reminder, questions related to the windshield repair program should be directed to the Manager of PGO, Lindsay Qually at 604-527-8704 or Lindsay.Qually@icbc.com.

Program updates and reminders

- **Claim qualification – vehicle year:** Effective May 19, vehicles that are over 20 years old at the Date of Loss no longer require PGO override. Glass Express participants are required to contact PGO if the vehicle could be a total loss as a result of the total cost of work being completed.
- **Documentation requirements:** When parts (i.e. rain sensor gel and/or pads) are multi-use or purchased in bulk, a photo copy of the original documentation must be stored with the applicable claim number identified.
- **More than three chips:** To date, less than 0.3 per cent of ICBC's windshield repair claims involved more than three chips. Under the windshield repair program, all visual windshield damage must be addressed. The choice to repair all visual damage on a single claim or replace the windshield is at the discretion of the Glass Express participant and our mutual customer. PGO authorization is not required when repairing more than three windshield chips on one claim.
- **Eligibility:** Windshield repair is applicable for ICBC customers with Comprehensive coverage for all passenger and light commercial vehicles with a GVW under 8,800 kg. One ton pickups and motor homes (excluding Class A type) may be eligible for windshield repair; PGO authorization is required.
- **Repair area:** In accordance with the [B.C. Motor Vehicle Act Regulations](#), the area which could impair the driver's field of vision is defined as:
 - a. the area extending 50 cm (20") from the windshield pillar on the driver side toward the center, and
 - b. over 7.5 cm (3") down from the top and 7.5 cm (3") up from the bottom of the windshield.

- **Photo requirements:** Windshield repair claims must be supported with a photo of the entire windshield with the damage(s) clearly identified. Damage(s) must be circled with a grease pen or otherwise visually marked.

The above information has been updated in the [Glass Express Program Guide](#) located on the Glass Express partner's page.

Thank you again for your continued support of the new windshield repair program.

Regards,

Christopher Hancock

Director, Strategic Sourcing and Asset Management