



December 29, 2020

ATTN: Collision and Glass Repair Suppliers

**RE: Update: Post-Implementation Business Review (PIBR) - Report**

Dear business partners,

Back in July, PricewaterhouseCoopers (PwC), a third-party consulting firm, launched a post implementation business review survey. The objective of this review was to help us better understand the financial health and performance of the collision and glass repair industries.

Unfortunately, the report from PwC will not be released by December 31, 2020 which is what we had previously planned. We sincerely apologize for this delay. With a new government forming and the major filing we just completed for a rate decrease, we are a little behind but we're actively working through the report and it is a top priority for us for January.

I understand that you are eager to see the results of this survey, and we are looking forward to sharing them with you. The compensation we pay our business partners has a direct impact on Basic and Optional insurance rates. The recommendations we are looking at focus on a continued commitment to affordable rates for British Columbians, while at the same time fair compensation to our collision and glass suppliers.

We value your commitment to providing our mutual customers with safe, consistent, quality services and we look forward to sharing the results of the survey and our next steps with you as soon as possible.

I would again like to thank all of you who took the time to be an important part of this work. By contributing to the data collected, you are helping to shape an understanding of the industry and inform what's needed going forward.

Sincerely,

Greg Beauregard  
Director, Material Damage Strategy and Programs