

COVID-19 Temporary Vehicle interior photos policy

This policy is a temporary measure to help reduce the spread of COVID-19 to both our customers and repair partners. This policy is effective as of May 1, 2020, and applies to all ICBC claims. This will remain in effect until January 31st, 2021, at which time ICBC will reassess.

Collision repair facilities

POLICY

To limit exposure to COVID-19, ICBC is postponing the initial required odometer readings and interior photos. Repair facilities would be required to add these photos after they have disinfected the vehicle. The mileage must be entered during the initial estimate submission. To reduce risk, it is recommended that repair facilities postpone any need to enter a customer's vehicle until they have been able to disinfect it.

Details:

- Customers can relay the KMs to the repair facility to enter into Mitchell, the repair facility can upload odometer photo later.
- Vehicle options can be verbally relayed by the customer, and verified at the time of repairs by the repair facility.
- Customers may have the ability to take the required photos and email them to the repair facility.
- Repair facilities are required to make a note on the CL14 stating that the mileage entered was provided by the customer, and was not confirmed by the facility.
- The repair facility will be required to upload the appropriate photos and verify the information once sanitization has been completed and the vehicle has entered the facility.
- If vehicle becomes a total loss, ICBC will verify the mileage and vehicle options.