

Date Submitted: January 04, 2019

Proceeding name: ICBC 2019 Revenue Requirements

Are you currently registered as an intervener or interested party: No

Name (first and last): Trina Constable

City: [REDACTED]

Province: British Columbia

Email: [REDACTED]

Phone number: [REDACTED]

Comment:

I'm basically concerned over the request for an increase in ICBC premiums from their customers. I'm just one person but after having an accident in 2017 I was left with the feeling that this company is completely mismanaged and needs an over haul. I won't go into complete detail here but my accident occurred out of province on September long weekend. From the time of my accident until a decision was made whether they would fix or write off my vehicle it took 1 month. There were numerous events that occurred during the decision process from not exactly knowing where my vehicle was towed to not answering phone calls and I personally felt 1 month was way too long. I eventually contacted the president of ICBC to call them out on staff not doing their job and even managers brushing me off and if something wasn't done soon I felt I would need to hire a lawyer. I feel in a panic they just wrote my vehicle off that was covered on replacement cost. While it worked out for me in the end I just feel constant rate hikes will not fix the problem. They need a complete management overhaul. If you would like anymore details please feel free to contact me. Thanks Trina