

**From:** Regaffairs <Regaffairs@icbc.com>  
**Sent:** Tuesday, April 28, 2020 3:01 PM  
**To:** Commission, Secretary  
**Cc:**  
**Subject:** ICBC Public Notice in Compliance with Order G-92-20 regarding ICBC's Application in Response to the COVID-19 Pandemic  
**Attachments:** Twitter Screen Cap from April 23 2020.pdf; Tweet Examples Screen Caps.pdf; Screen Cap of Application on April 23, 2020.pdf; NR- ICBC April 16 2020.pdf; Twitter Screen Cap from April 16 2020.pdf; FB Screen Cap from April 16 2020.pdf; Notice of ICBC's Application in Response to the COVID-19 Pandemic and BCUC Order G-92-20

Dear Mr. Wruck,

This compliance filing is further to British Columbia Utilities Commission (BCUC) [Order G-92-20](#), which directed ICBC to: provide notice of the Application and a copy of the Order, electronically if possible, to all registered interveners in the 2019 Revenue Requirements Application (RRA); and, to publish notice of the Application on social media platforms, including Twitter and Facebook.

Regarding the information to be provided to the registered interveners in the 2019 RRA, attached is a copy of the email that ICBC sent last week:

Regarding the information to be published social media, attached are relevant screen captures (caps):

- April 16 Facebook and Twitter screen caps:
- The links in the above post and tweet take the reader to ICBC's April 16, 2020 news release, which is posted on icbc.com. The news release says, among other things, "Changes to cancellation fees, suspension of fleet vehicle insurance and the allowance of deliveries by drivers in non-delivery rate classes are in effect upon interim approval by the BC Utilities Commission. ICBC has submitted an application to the BCUC and an interim decision is expected shortly." Here is a screen cap of the news release:
- The Application itself is also posted on icbc.com. Here is a screen cap of page where the Application is posted:
- There have been a number of tweets about this since April 16, 2020; e.g., the screen cap below:
- Also, ICBC retweeted the April 23, 2020 BCUC tweet about interim approval and the BCUC news release, as shown in the screen cap below:

Based on the above, ICBC believes it has now complied with the public notice requirements as directed by Order G-92-20.

Thank you.

**Regulatory Affairs - ICBC**  
[regaffairs@icbc.com](mailto:regaffairs@icbc.com)

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**From:** Regaffairs <Regaffairs@icbc.com>  
**Sent:** Thursday, April 23, 2020 11:05 AM  
**To:**

**Cc:** Commission, Secretary; Carpenter, Bill; Wright, Angela; Regaffairs  
**Subject:** Notice of ICBC's Application in Response to the COVID-19 Pandemic and BCUC Order G-92-20  
**Attachments:** DOC\_57861\_A-3-G-92-20-RegulatoryTimetable.pdf; DOC\_57833\_B-1-ICBC-Response-to-COVID-19-Application.pdf

Good morning,  
Further to ICBC's Application in Response to the COVID-19 Pandemic (Application), please find enclosed British Columbia Utilities Commission [Order G-92-20](#) establishing a regulatory timetable for the Application. The Application is available here: [https://www.bcuc.com/Documents/Proceedings/2020/DOC\\_57833\\_B-1-ICBC-Response-to-COVID-19-Application.pdf](https://www.bcuc.com/Documents/Proceedings/2020/DOC_57833_B-1-ICBC-Response-to-COVID-19-Application.pdf).

Thank you.

*Regulatory Affairs - ICBC*  
[regaffairs@icbc.com](mailto:regaffairs@icbc.com)

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ICBC

April 16 at 2:30 PM · 🌐

We are taking further steps to reduce the financial burden for drivers during the Covid-19 pandemic. Learn more: <http://ow.ly/JHHF50zgsCy>



18

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Braden Wear

April 20 at 8:31 PM · 🌐

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Rick Larouche

April 20 at 2:48 PM · 🌐

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# ICBC takes further steps to reduce financial burden for drivers during pandemic

April 16, 2020

ICBC, in partnership with the Government of B.C., is making further changes to help ease the financial hardship customers are experiencing during the COVID-19 pandemic.

For customers needing more relief than the 90-day payment deferral, ICBC will be waiving the \$30 cancellation fee and \$18 re-plating fee for those people who choose to cancel their insurance during this time. The cancellation fee change is subject to the approval of the BC Utilities Commission (BCUC). Customers will be required to remove the plate from their vehicle while it is not insured and the vehicle must be kept off the road.

Customers who reinsure May 30th or thereafter will be able to re-use their plate. Customers reinsuring prior to that date will be issued a new plate at no charge and at that time are expected to surrender their plate.

ICBC will also allow fleet vehicle customers to suspend their insurance to help them save money during this difficult time.

People whose learner driver's licences (class 5-8) expire during the pandemic will not have to pay a fee for their first knowledge test after their learner driver's licence expires, once testing resumes.

As part of the changes, ICBC is also confirming that customers will be able to use their vehicles for the delivery of food or medical products and services, without changing their insurance (vehicle use) or paying a higher premium. This includes people volunteering to help deliver groceries or other essential supplies to seniors and other people in need.

"We know many British Columbians are facing financial challenges as a result of the COVID-19 pandemic," said Nicolas Jimenez, president and CEO of ICBC. "Businesses are also having to adapt to the situation, with many companies changing their business model to offer delivery services so people can access the food and medical products they need while physical distancing. ICBC is responding to these needs and taking action to ease the burden for everyone during this difficult time."

Customers are encouraged to call their broker about changing their coverage and lowering their premium to reflect changes in how much they drive and the related risk – it can be done easily over the phone at no charge. This is available to personal and commercial customers and many have already taken advantage of it. Customers who are interested in cancelling their insurance should also speak to their broker to ensure they have appropriate storage coverage for their vehicle while it remains not in use, for example, to cover potential break-ins or weather damage.

"These changes will provide some relief to customers during this challenging time, and brokers are there to assist British Columbians in adapting their insurance to meet their changing needs," said Chuck Byrne, Insurance Brokers Association of B.C.

Changes to cancellation fees, suspension of fleet vehicle insurance and the allowance of deliveries by drivers in non-delivery rate classes are in effect upon interim approval by the BC Utilities Commission. ICBC has submitted an application to the BCUC and an interim decision is expected shortly.

ICBC has already implemented several other measures to help British Columbians during the pandemic, such as:

- establishing the ability to conduct a number of transactions by phone or email, such as renewing driver's licences set to expire, and renewing insurance; and
- allowing customers who pay for their insurance on a monthly basis to defer payments for up to 90 days with no penalty.

### Media contact:

**Brent Shearer**

604-788-2656

### Related links:

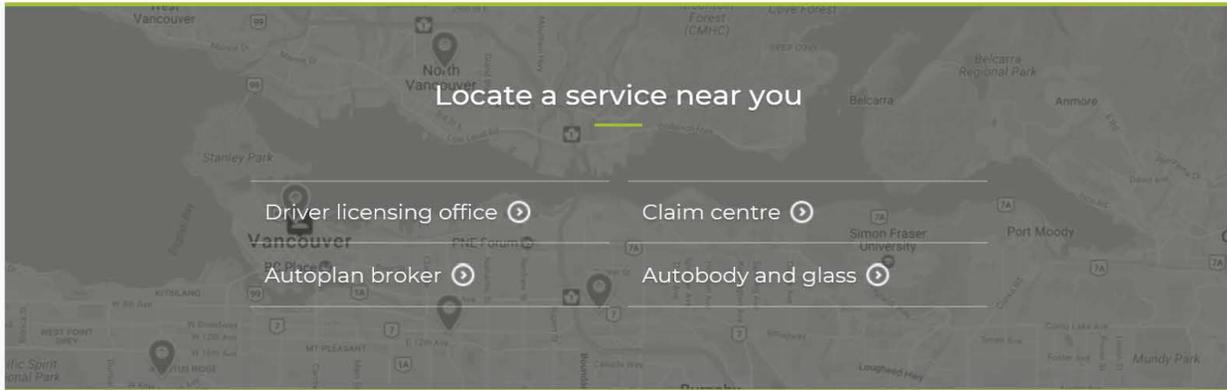
- [Information on COVID-19 on icbc.com](#)

payments for up to 90 days with no penalty.

ICBC continues to review its operations to support the safety and well-being of its customers and employees, and will make additional changes as necessary.

### For additional measures taken during COVID-19:

- ICBC defers payments by 90 days: <https://www.icbc.com/about-icbc/newsroom/Pages/2020-mar24.aspx>
- Insurance renewable by phone: <https://www.icbc.com/about-icbc/newsroom/Pages/2020-mar18.aspx>
- ICBC suspends road tests: <https://www.icbc.com/about-icbc/newsroom/Pages/2020-mar17.aspx>



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## BCUC regulation of ICBC

The B.C. Utilities Commission (BCUC) was appointed in 2003 as the independent regulator for ICBC with the responsibility to approve rates for Basic insurance.

**i** Basic rates for 2020

For the first time in almost a decade, ICBC doesn't need to increase basic insurance rates effective April 1, 2020.

Learn more about [ICBC's basic rates for 2020](#).

### Basic Insurance Tariff

The Basic Insurance Tariff, effective June 1, 2007, was approved through Commission Order G-57-07. Subsequent amendments were approved through Commission Orders G-3-08, G-4-08, G-125-08, G-129-08, G-171-08, G-186-08, G-21-09, G-49-09, L-55-09, G-132-09, G-169-09, G-115-10, G-137-10, G-159-10, G-160-10, G-179-10, G-121-11, G-204-11, G-221-11, G-141-12, G-109-12, G-197-12, G-141-13, G-221-13, G-63-14, G-102-14, G-129-14, G-130-14, G-201-14, G-81-15, G-127-15, G-169-15, G-200-15, G-74-16, G-121-16, G-139-16, G-140-16, G-142-16, G-188-16, G-2-17, G-35-17, G-37-17, G-146-17, G-183-17, G-40-18, G-50-18, G-55-18, G-8-18, G-165-18, G-188-18, G-244-18, G-1-19, G-109-19, G-167-19, G-192-19, G-203-19, G-252-19, and G-335-19.

[ICBC's Basic Insurance Tariff](#) (8.8MB)

**Note:** This tariff information is provided for your convenience. If there are differences between this material and the official document approved by the BCUC, the official document shall prevail. The Basic Insurance Tariff, as posted above, may not be fully searchable.

### Current submissions to BCUC

#### ICBC's Application in Response to the COVID-19 Pandemic

On April 16, 2020, ICBC filed the following application:

- [ICBC's Application in Response to the COVID-19 Pandemic](#) (PDF 765KB)

### Past submissions to BCUC

ICBC's past submissions to the BCUC are available on the [Commission's website](#) <sup>en</sup>.

### Related links

- [British Columbia Utilities Commission](#) <sup>en</sup>

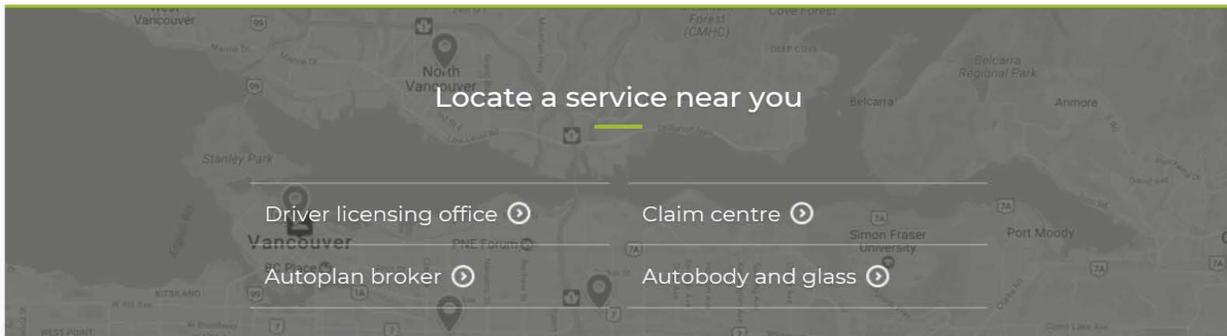
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ICBC @icbc  
20 hours ago

Hi there - Thanks for reaching out. The cancellation fee change is subject to the approval of the BC Utilities Commission (BCUC), and will be effective once approved by the BCUC. ^cb



ICBC  
Apr 20, 8:50am

Hi Sukhdev - Thanks for reaching out. The cancellation fee change is subject to the approval of the BC Utilities Commission (BCUC), and will be effective once approved by the BCUC. ^jc

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We are taking further steps to reduce the financial burden for drivers during the Covid-19 pandemic. Learn more: [ow.ly/7ero50zgsx3](https://ow.ly/7ero50zgsx3)



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