

Mr. Ennis Information Request No. 1 to ICBC

Facts:

1. March 18 the Government of BC issued a Covid 19 State of Emergency in which they practically implored people to stop non-essential travel, stating particularly that the elderly and people with pre-existing conditions like my wife and me should self-quarantine immediately.

2. Accordingly, I cancelled my insurance on two vehicles almost immediately, entering specifically right in the subject line of my email to my broker that I was cancelling due to Covid 19

3. When Dr. Bonnie Henry recently relaxed things a bit and said we should get outside while maintaining social distancing, I re-insured the scooter. ICBC wouldn't forgive the plate fee because they were still two steps behind the changing times with no avenues for appeal. This also, was discouraging.

Questions to ICBC:

1. Why was April 23 (nearly a month after the emergency was declared and self quarantining suggested by the Provincial Government) chosen to be the date for the ICBC response to come into effect? **This is my main and most important question. My plate and cancellation fees were kept because ICBC was slow to act, and made no provision for simple common-sense appeals.**

2. Why were ICBC Customer Relations Representatives not provided with information as to why such a late date was chosen so that they could tell interested customers like me- customers like me who fail to see any logic whatsoever in denying the ICBC Covid 19 response relief to people who self-quarantined (and therefore naturally cancelled their insurance) when advised to stay home by the Health Ministry. It's not much different than question number 1, but it might have given the ICBC reps something to say that didn't sound so rudely dismissive.

3. Why was ICBC so hard to reach, and then so totally unhelpful with no avenues of appeal to suggest even in such a blatantly unfair case as mine? If the reps are hamstrung by red tape then why bother having reps at all? I would have been much better off and far less aggravated saving my energy by going straight to the BCUC.