

Customer Fact Sheet

UPDATE: Information for ICBC customers affected by sulfuric acid spills in Trail



The recent sulfuric acid spills in Trail have led to some of the largest claims losses ICBC has ever experienced, in terms of volume and cost. As a result, it may take more time than usual to review your claim and be in touch. We thank you for your patience as we process these claims as quickly as possible.

We know you have questions, that's why we've set up a special phone line to answer general questions about the acid spills and your coverage. Please call **1-866-566-7199**.

If you purchased ICBC's comprehensive coverage and are concerned you may be affected by the sulfuric acid spills, we encourage you to report a claim at icbc.com/claims or call **1-800-910-4222**, 24 hours a day, seven days a week. For more information, visit icbc.com/trail

Current Claims Status

- As soon as we became aware of the potential major claims losses from these incidents, we quickly mobilized a dedicated team of 30 staff to work on these files. To provide context, generally there are two estimators and one adjuster working in Trail.
- With our efforts, customers can expect to have their vehicle inspected within two to three weeks of reporting a claim.
- We found many customers are reporting a claim as a precaution. In fact, from the vehicles we have estimated so far, we have deemed approximately 75 per cent have no evidence of exposure or damage from the acid spills – and this number is continuing to increase on a daily basis.
- While we understand it can be frustrating for customers waiting to have their vehicle looked at, with the additional claims staffing and other initiatives we have put in place, we are currently on a very positive trajectory of estimating in the range of 100 vehicles per day, which is a significant effort.

How we access the damages

- These are complex claims that require extra time to process as each vehicle may have been exposed to varying degrees of sulfuric acid, affecting different parts and components of the vehicle.
- We have retained a leading Canadian engineering firm that specializes in automotive corrosion. Engineering experts from the firm are guiding our own trained and experienced estimators in determining the level of contamination for each vehicle.
- Because of the complexity of these claims, all inspections are being completed at ICBC's Trail Claims Centre where our staff have been trained by a technical expert.
- It's important to note other third-party inspections will not be recognized by ICBC and will not determine the outcome of your claim with us.

Once again, we thank our customer for your patience as we process an unprecedented amount of claims as a result of these acid spills. We are committed to being transparent with our customers and will continue to keep you updated about the situation.