



ICBC's Response to the 2021/22 Annual Report of the ICBC Fairness Officer

We are pleased to receive the inaugural annual report from the ICBC Fairness Officer, Michael Skinner.

ICBC has a strong commitment to customer service, which is built on the cornerstone of fair treatment. Following the great work done by Peter Burns, Q.C., the previous ICBC Fairness Commissioner, the Fairness Officer keeps our lens focused on the customer. He provides an avenue for customers to bring forward concerns, to ensure we are not falling short in our service to them.

We are grateful for the Fairness Officer's review of the cases that have come before him so far, and are encouraged by his comments that our procedures and decision in those cases were fair. We also appreciate his comments on the good working relationships with ICBC staff. Collaboration is at the heart of any effective process.

We appreciate the Fairness Officer's observation on formalizing the agreement with the BC Veterans Commemorative Association around the criteria for the use of veteran plates. ICBC will consult with the Association to work towards formalizing an agreement.

We look forward to continuing to work with the Fairness Officer and his staff as every day we think ahead to move all British Columbians forward.

Sincerely,

Joy MacPhail
Chair of the ICBC Board of Directors

