

## ICBC's Response to the 2024/25 Annual Report of the ICBC Fairness Officer

We are pleased to receive the 2024/25 annual report from the ICBC Fairness Officer, Michael Skinner.

We welcomed the Fairness Officer's appointment to a second three-year term as Fairness Officer in July 2024. We continue to appreciate the Fairness Officer's review of the cases that have come before him and are gratified by his comments that our procedures and decisions remain fair. ICBC has a strong commitment to customer service, which is built on the cornerstone of fair treatment.

While the 2024/25 report did not include specific suggestions for improvements, we value the insights provided by the Fairness Officer regarding the nature and number of complaints received. This information helps us understand the areas where we can continue to enhance our processes.

We appreciate the Fairness Officer's observations on the quality, clarity, and depth of investigations and reporting by the Fair Practices Office (FPO). The dedication of the FPO staff in resolving customer concerns is commendable, and their efforts contribute significantly to achieving fair outcomes for both customers and the business.

We also acknowledge the Fairness Officer's comments on the challenges faced by individuals from non-reciprocal jurisdictions in obtaining a BC Driver's License. The processes Driver Licensing uses to determine the authenticity of foreign driver licenses is crucial for maintaining road safety while balancing the implications for license applicants. We are gratified that he found the process to be serious, rigorous and fair.

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,



Catherine Holt  
Chair of the ICBC Board of Directors