



LETTER L-87-11

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VIA EMAIL

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November 17, 2011

Ms. June Elder
Manager, Regulatory Affairs
Insurance Corporation of British Columbia
Suite 333 – 151 West Esplanade
North Vancouver, BC V7M 3H9

Dear Ms. Elder:

Re: Insurance Corporation of British Columbia
Filing of the 2011 Regional Claim Centres Detailed Work Effort Study
including an Independent Third Party Report

On September 1, 2011, the Insurance Corporation of British Columbia (ICBC) filed its Regional Claim Centres Work Effort Study (Filing), which includes a detailed work effort study relating to the Regional Claim Centres Allocation and an Independent Third Party (ITP) report, in accordance with Commission Order G-75-10 and its Decision dated April 22, 2010 (Decision).

In the Decision, the Commission directed ICBC to undertake the detailed work effort study with an ITP reviewer. Ernst & Young LLP was retained by ICBC as the ITP for the work effort study and the ITP's findings are documented in the ITP Report – *Independent Third Party Report on the Insurance Corporation of British Columbia's 2011 Regional Claim Centres Work Effort Study* – attached as Appendix A to this Letter.

On September 22, 2011 the Commission invited comments on this Filing from past interveners. The Commission did not receive any letters of comment from these stakeholders.

The Commission has reviewed the ICBC Filing and the ITP Report and considers that they satisfy the directives contained in the Decision and are therefore accepted for filing.

According to Order G-75-10, an update of the detailed study is to be filed by ICBC within 24 months of the date of this Letter's acceptance. In addition, another detailed study is to be filed when significant business changes occur or, at minimum, within 5 years from September 1, 2011.

Yours truly,

Alanna Gillis

LC/yl
Enclosure