

October 18, 2005

Mr. Ted McMeekin, M.P.P.
Parliamentary Assistant to the Minister of Government Services
Ministry of Government Services
4th Floor, Room 4320, Whitney Block
99 Wellesley Street West
Toronto Ontario
M7A 1W3

Dear Mr. McMeekin:

**Re: Collision Industry Standards Council of Ontario (CISCO)
Accreditation Proposal**

I am writing to express the support of the Insurance Bureau of Canada (IBC) for the introduction of an accreditation and standards program for the collision repair industry in Ontario. IBC is the national trade association representing most auto, home and business insurance companies in Canada.

CISCO has presented a proposal to the Ministry of Government Services for the regulation of the collision repair industry. As the representative of most auto insurers in Ontario, we wish to encourage the government to review CISCO's proposal and to take action to implement an accreditation and standards program for collision repair facilities.

The current lack of province-wide standards has led most auto insurers to develop their own "preferred shop" or "direct repair" programs, under which policyholders are encouraged to have repair work done at designated garages. These preferred programs have been reviewed by the federal Bureau of Competition and have been found to be sound ways of ensuring high-quality and cost-effective repairs for policyholders. When repairs are done at a designated shop, insurers guarantee the work for as long as the customer owns the vehicle.

However, a considerable amount of automotive repairs continues to be done outside of these insurer-based programs. For that reason, we believe that an accreditation and standards program for the collision repair industry will be of real benefit to consumers and other stakeholders.

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For the last number of years, insurance representatives have worked with the elected representatives of CISCO to help develop an accreditation and standards regime for the collision repair industry. In our view, the proposal put forward by CISCO will improve the quality of collision repairs in Ontario and we encourage the government to move forward with these ideas.

Since auto insurers fund the majority of collision repairs in Ontario, we have a critical stake in the operation of any accreditation and standards program. We therefore look forward to being able to continue our work with CISCO and the government in reviewing the details of a comprehensive program and ensuring its successful implementation.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mark Yakabuski', with a long horizontal flourish extending to the right.

Mark Yakabuski,
Vice President, Federal Affairs & Ontario

c.c. Alex Szabo, President, CISCO