



File: 292-30/PSS-2020-05122

October 2, 2020

Sent via email:

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Public Safety and Solicitor General. Your request is for:

A copy of the Service Agreement between The Ministry of Public Safety and Solicitor General and the Insurance Corporation of British Columbia dated as of September 1, 2003, including amendments and extensions to that agreement up to and including the amendment and extension entitled Service Agreement Addendum Changes in Costs and Services to March 31, 2017 and executed in August 2017.

These records are provided to you in their entirety.

Additional information is being provided to you in order to assist you in locating all of the requested records.

The requested records are public documents that are filed with the BC Utilities Commission (BCUC) by the Insurance Corporation of BC (ICBC) with their "Revenue Requirements Application". A google search should locate all of the requested records on either the BCUC or ICBC websites. A link to the 2017 and 2018 Revenue Requirements Applications are being provided for your reference:

The 2017 addendum can be found in Appendix 9A (Addendum) and 9(B) of the Service Agreement Appendix of ICBC's 2017 Revenue requirements Application. Addendum starts on page 916 of the PDF.

https://www.bcuc.com/Documents/Proceedings/2017/DOC_49993_B-1_ICBC-2017-Revenue-Requirements-Application.pdf

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The most recent iteration of the Service Agreement and the addendum can be found in the 2018 Revenue Requirements Application for Policy Year 2019, starting on pdf page 1146 of the PDF. <https://www.icbc.com/about-icbc/company-info/Documents/bcuc/2019-revenue-requirements-application.pdf>

If you are unable to locate all of the requested records online, you may wish to submit an FOI request to either ICBC or the BCUC.

Your file is now closed.


The records located in response to your request will be delivered through the BC Secure File Transfer Service. Separate emails will follow from the BC SFT Notification Service directing you how to set up an account and where to obtain your records. A guide for using the SFTS is enclosed for your convenience.

These records will be published on the BC Government's Open Information website a minimum of ten business days after release. To find out more about Open Information, please access the Open Information website at: www.gov.bc.ca/openinformation

If you have any questions regarding your request, please contact Samara Fisher, the analyst assigned to your request, at 250 953-3622. This number can be reached toll-free by calling from Vancouver, 604 660-2421, or from elsewhere in BC, 1 800 663-7867 and asking to be transferred to 250 953-3622.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,



Samara Fisher, Senior FOI Analyst
On behalf of Justine Nisbet, Manager
Justice / Social Team, Information Access Operations

Enclosures

BC Government Secure File Transfer Service

Information Access Operations Ad-Hoc User Guide

Introduction

The purpose of this document is to provide the basics skills required to use the Secure File Transfer Service (SFTS) as a temporary user (also known as ad-hoc). Your account has limited functionality and can only be used to receive files from an authorized BC Government user.

How to Log on to the Service

As a temporary user of the SFTS, you must be invited to use this service by being a recipient of a sent package from an authorized user. The first time a BC Government user has sent a package to you, you will receive a welcome email notification with a temporary password to set up your account and a link to the service.

Note that your temporary account's username is your email address. The password is a temporary one and will need to be changed upon the first login.

Home Screen

Once you are successfully logged in, you will see the Home screen with your records package in your Inbox. To download your records, simply click on the records package and then click on the Download button beside the file(s). You will be able to download the package up to five times and all packages will expire 35 days after being received.

Troubleshooting

Your temporary SFTS account has an expiration timer of 7 days, unless the account is logged into again or receives a new package. After a further 7 days after your account has been marked as expired, it will be deleted. You will need to have a new ad-hoc account created by being re-invited to the service.

Passwords expire after 90 days. If you have forgotten your password, but your account is still active, you can use the "Request a password change" link on the Login page. An email will be sent to you providing you the URL to confirm the password change.

If you encounter technical issues with the service, please call the technical support line at 250-387-7000 and select option 3. You will need to advise the representative that you are requesting assistance as an ad-hoc user of the BC Secure File Transfer Service.

<p>How to Request a Review with the Office of the Information and Privacy Commissioner</p>
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If you have any questions regarding your request please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone 250 387-5629 Fax 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.