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# Clarifying traffic violation ticket dispute mechanism

**To the editor:**

Re: Ticket dispute solution requires some work, Paul Hergott column, *Capital News*, Aug. 8, 2013

We were surprised to read that Mr. Hergott doesn't already know ICBC has a process in place to assist customers who have received a traffic violation ticket that was never issued to them.

It's worth emphasizing that ICBC does not issue violation tickets—that is the role of police. Therefore, we do not have the authority to cancel a ticket or transfer it to another individual. Only the issuing officer has the authority to do this.

However, we are well aware that identity theft or impersonation is a growing global problem so we therefore created a driver impersonation package that a customer can complete via ICBC.

The package includes the ticket(s) and, if the customer knows who impersonated them, information on the suspect. Customers can provide as much information as possible to assist with their case.

Once the package is completed, we will send it to the issuing officer who wrote the ticket and ask for their review.

Again, the final decision on what to do with the ticket rests with the issuing officer but we have hundreds of cases a year in which this process is a success.

We hope we've helped to deepen Mr. Hergott's knowledge of ICBC and that he'll perhaps refrain from "attacking" us in future before doing his own research.

A simple phone call or email would have given him his answer.

We'd also encourage Cathy's sons who Hergott referred to in his column to get in touch with us at 1-800-950-1498 or by visiting an ICBC Driver Licensing point of service, and we'll be happy to start the impersonation package process for them.

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