

## Pleasantly Surprised

Written by Susan Hollingshead  
Sunday, 24 June 2007 13:39

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On Saturday, calling ICBC to report the vandalism that occurred to our car was not the best first experience with an organization we had heard bad things about. Because we were newly insured much of our information was not yet in the system so we had difficulty getting the help we needed. After over two hours on the phone and a couple of return calls we finally did get the necessary assistance and today we had an appointment at an ICBC claims centre. To our pleasant surprise, it went very well and our claims adjustor was kind, fair and extremely understanding.

From the claims centre we took the car to the Abbotsford Honda dealer who redirected us to a body shop they recommended. Apparently, the damage was a body shop job (they would replace the glass and restore the window frame) so our car is now undergoing the necessary repairs and we should have it back in our possession late Wednesday.

For now we are relying on the motorcycle and Karley's car to get us around but we are planning to be staying close to the house for the next few days anyway. Tomorrow is Day 1 of a three day "potty training" program for Makai and Karley will need some extra hands to help with Monet as hers will be busy with her little boy.

Once the car situation is completed I will report back but as of right now, our ICBC experience

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has been much better than we expected. I'll also report on Makai's progress over the next three days (this program is one that apparently works) and by Friday our wee grandson should be diaper free!