

| Word\collocations   | Preferred language/Comment   |
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| <b>** General note (from legal)</b>   | Suggest consistency with type of language used in other letters. For example, the Notice of Prohibition 019 letter uses technical language and then provides a plain language explanation: "I am writing to inform you that based on your unsatisfactory driving record, I have decided to prohibit you from driving a motor vehicle. This means that you have lost your driving privileges. This decision is based on section..." A similar approach in this letter could read: "I am writing to inform you that based on your Criminal Code conviction, your driver's licence is suspended. This means that you have lost your driving privileges." And then get into details of conviction, authority for suspension, etc.' |
| <b>Affect</b>   | Sharon requested "affect" be revised to "change" - i.e.) This cancellation means you are not allowed to drive. Any driver's licence issued to you is no longer valid. This cancellation does not alter or change any other prohibition or suspension from driving or licence cancellation.   |
| <b>BC vs B.C.</b>   | ICBC Preference is B.C. driver's licence (DL) - <b>need to chat with RSBC team for consistency</b>   |
| <b>BC Services Card or a free British Columbia Identification card (BCID)</b> | Approved language: "Please visit icbc.com for more information, including how to get a BC Services Card or a free British Columbia Identification card (BCID)."  |
| <b>Capitalization rules: section, notice</b>                                  | <p>Full names of acts are capitalized but not italicized. The words 'section' and 'regulation' are lower case unless part of the full title:<br/>Energy Efficiency Act.<br/>These notes concern the new energy act.</p> <p>'Act' is capitalized only when referring to a specific act, not when it's as a generic reference. the "s" in the word "section" should not be capitalized unless "Section" is at the beginning of a sentence or is in a title.</p>  |
| <b>consequences (vs implications)</b>   | Use "consequences" in place of "implications."<br>From ICBC: "Implications is a little bit vague. Consequences carries a little more weight."  |
| <b>crashes (vs accidents)</b>   | There's a concerted effort to shift to the term "crash" rather than "accident" - effort to underscore that car crashes are not an unavoidable thing  |

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| delegation   | <p>The Insurance Corporation of British Columbia (ICBC) has been delegated authority by the Superintendent of Motor Vehicles under section 117 of the Motor Vehicle Act (MVA) to review driving records and take appropriate action.</p> <p>OR</p> <p>The Superintendent of Motor Vehicles has directed us, the Insurance Corporation of British Columbia (ICBC), to cancel your driver's licence under section 92 of the Motor Vehicle Act (MVA).</p> <p><b>Use with DIP letters (as per LSB):</b> "The Insurance Corporation of British Columbia (ICBC) has been delegated authority by the Superintendent of Motor Vehicles under section 117 of the Motor Vehicle Act (MVA) to review driving records and take appropriate action for the purposes of the Driver Improvement Program."<br/>Refer to MVA in full if first mention of MVA.</p> |
| driver's licence issued to you                           | "drivers licence held by you" is a better choice of wording than "issued to"   |
| driving privileges<br>driving priviledges are taken away | "privileges" ok to use - not trigger word. Aim for active voice where possible: "lose driving privileges" becomes "driving privileges taken away"  |
| Is (vs has been)   | From legal. "Consider whether "has been" may lead someone to think that the suspension happened in the past - using "is" here may be clearer. "  |
| ICBC contact info >>Scroll up (not showing correctly)    | If you have any questions, please contact ICBC Customer Contact 1-250-978-8300 in Victoria or toll-free at 1-800-950-1498.   |
| ICBC references  | <p><b>The word "The" (in title case) is not part of the proper name of ICBC. See s. 2 (1) of the Insurance Corporation Act.</b></p> <p><b>ICBC Driver Licensing Office (DLO)</b> – this refers to ICBC offices that are staffed by ICBC employees. These tend to be larger offices or offices located in larger cities/towns and offer road tests.</p> <p><b>ICBC driver licensing office (DLO)</b> – this is more of a general term which relates to offices that provide driver licensing services, which would include our Driver Licensing Offices (DLO – as noted above), Service BC locations (SBC) &amp; driver licensing agents (DLA – which usually are insurance offices)</p>  |

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| <b>ICBC-signed letters (delegation)</b>                | <p>ICBC prefers to use "We" as first word in these letters; we use "I" as first word in all letters from Superintendent.</p> <p>NOTE: Rework paragraph so that "Insurance Corporation of British Columbia (ICBC)" is spelled out in full when referencing delegation by the Superintendent under section 117 of the <i>Motor Vehicle Act</i> (MVA). I.e. "The Insurance Corporation of British Columbia (ICBC) has been delegated the authority to make this decision by the Superintendent of Motor Vehicles under section 117 of the <i>Motor Vehicle Act</i> (MVA)."</p> <p>NOTE: Must reference in the body of the letter (1st paragraph) if the decision is made by an ICBC adjudicator (not naming them) operating under s. 117 delegated authority. We have to state who made the decision.</p> |
| <b>ICBC contact info</b>                               | Approved language: "If you have questions, please phone ICBC at (250) 978-8300 (in Victoria) or toll-free at 1-800-950-1498." Watch hyphens and spacing in phone numbers (can't break up numbers).   |
| <b>ICBC - how to sign notice</b>                       | Please used approved language: "Please visit an ICBC driver licensing office in person or mail your response to ICBC: P.O. Box 3750, Victoria, British Columbia, V8W 3Y5.  |
| <b>Improvement or change in your medical condition</b> | Change "improvement in your medical condition" to "improvement or change in your medical condition". This wording would make more sense to those whose licences were canceled and are just needing to wait for some time before advising DMF that they are now fit to drive (ex. Seizures).  |
| <b>Legal consequences</b>                              | Mention legal consequences in each letter. Wording is as follows: "There are legal consequences if you continue to drive while prohibited, including vehicle impoundment, fines, and possible imprisonment."   |
| <b>Letter vs Notice</b>                                | Legal will advise on how to refer to notice, letter, stuffers.   |
| <b>licence</b>   | "licence" - noun, "license" - verb   |
| <b>Licence cancellation (what to do)</b>               | Wording used: You are required to immediately send your driver's licence to the Insurance Corporation of British Columbia (ICBC) under section 235 of the MVA. To acknowledge this cancellation, you must sign, date and return this notice with your driver's licence. If you do not return your driver's licence, you are still not allowed to drive. If you do not have a driver's licence, you must still acknowledge the cancellation by signing, dating, and returning this notice. Visit an ICBC driver licensing office in person or mail your response to ICBC: P.O. Box 3750, Victoria, British Columbia, V8W 3Y5  |
| <b>Licence suspension (what to do)</b>                 | Use the above language (see: Licence cancellation (what to do)) and insert "suspension" in place of "cancellation"   |

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| <b>May (vs will/are)</b>   | Legal: As the use of "may" could give the impression that there is some wiggle room, I suggest using the language "you are not allowed to drive", as this is the language used in the last sentence of the next para.   |
| <b>medical reports, consistency of reference</b>                         | Be consistent in referece to medial reports. From legal: 'Suggest consistency in how you refer to the report. In first sentence, the "DMER" acronym is introduced (but never referred to again), here it is "examination report", and in the third para it's "examination" and then "medical examination report".   |
| <b><i>Motor Vehicle Act (MVA)</i> - italics</b>                          | Acronyms of statute names are not italicized. (MVA - not italicized)  |
| <b>Notices (instruction to sign)</b>                                     | You are required to immediately send your driver's licence to the Insurance Corporation of British Columbia (ICBC) under section 235 of the MVA. To acknowledge this suspension, you must sign, date and return this notice with your driver's licence. If you do not return your driver's licence, you are still not allowed to drive. If you do not have a driver's licence, you must still acknowledge the suspension by signing, dating, and returning this notice. Visit an ICBC driver licensing office in person or mail your response to ICBC: P.O. Box 3750, Victoria, British Columbia, V8W 3Y5 |
| <b>numbers</b>   | three (3) years   |
| <b>Offences- further (wording)</b>                                       | Further driving offences may result in additional fees or fines, and could lead to the Superintendent of Motor Vehicles not allowing you to drive (being prohibited).   |
| <b>penalty points vs offences (+ links)</b>                              | Offences and penalty points remain on your record for five years. Driving offences with penalty points are considered when reviewing your driving record for potential suspensions or prohibitions. For more information on penalty points, please visit icbc.com (search: offences and penalty points).  |
| <b><del>poor</del> unsatisfactory driving record</b>                     | Use "unsatisfactory," not "poor" - poor is a judgmental term and speaks to financial status in most cases; Unsatisfactory is not only the language in the MVA that provides the Superintendent the authority to act, but also indicates a standard that is not being achieved. It is not judgmental, rather the conclusion of an evaluation in my opinion.  |
| <b>prohibition</b><br>- driving prohibition<br>- prohibited from driving | Always accompanied by "This means you have lost your driving privileges."<br>Example: "I am writing to inform you that you are prohibited from driving a motor vehicle, under Section 93(1) «a_ii_OR_b_OR_c» of the <i>Motor Vehicle Act</i> . This means that you have lost your driving privileges."<br><br>*Cannot use "suspended" in place of "prohibited" (see "Record of Decision" tab)   |
| <b>reinstate your driver's licence</b>                                   | Continue to use "reinstate," as per Lucy's request: "Instead of relicense can it say reinstate your drivers license?"   |

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| <b>retire from driving</b>                                    | Approved language: "If you decide to retire from driving, you may choose not to submit your DMER and instead return your driver's licence to an ICBC driver licensing office. In this case, you can get a free British Columbia Identification card (BCID)."   |
| <b>reviewing officer rather than adjudicator</b>              | For ICBC-owned letters. The position at ICBC that reviews & responds to customer's submissions is a "reviewing officer" rather than "adjudicator".   |
| <b>Superintendent of Motor Vehicles (additional mentions)</b> | You can shorten additional mentions: You would need to introduce the shortform by adding "(the Superintendent)" after the first reference to the Superintendent of Motor Vehicles in the previous sentence.  |
| <b>surrender</b>  | "Surrender" is a legal requirement. Plain language option: "If you do not return (surrender) your licence, you are still not allowed to drive. "   |
| <b>suspension</b>   | <p>Accompanied by: "This means that you are not allowed to drive or apply for a driver's licence during this period."</p> <p>Example: "Your driver's licence and your right to apply for a driver's licence were suspended for «LengthOfSentence» from that date under sections 232(2) and 232(3) of the <i>Motor Vehicle Act</i> (MVA). This means that you are not allowed to drive or apply for a driver's licence during this period."</p> |
| <b>suspension, start date</b>                                 | <p>Approved language: "Your driver's licence is suspended for one year, starting on the sentencing date for your conviction."</p> <p>From legal: The use of "Upon conviction" may give the impression that the suspension starts on the date of conviction, which is not the case - under s. 232(3), the suspension is effective from the date of sentencing.</p>  |
| <b>URLs</b>   | <p>As this is a paper letter, we either need to provide a vanity URL or provide the home page and search language. i.e.) For more information on penalty points, please visit <a href="http://icbc.com">icbc.com</a> (search: offences and penalty points).</p> <p>*Do not include <a href="http://www">http://www</a>. - not required.</p>  |