



building trust. driving confidence.

December 19, 2016

Denise Hanchulak  
Program Director, Certification & Standards  
AAMVA  
4401 Wilson Blvd, Suite 700  
Arlington, VA 22203

Dear Denise,

I am pleased to inform you that the British Columbia licensing jurisdiction nominee for AAMVA's IDEC Examiner of the Year award is Wendy May.

Wendy is a Driver Examiner at the Nanaimo Driver Licensing Office on Vancouver Island.

Wendy has been with ICBC for 27 years. She started her career in Claims and came over to Driver Licensing as a Driver Examiner in 2001. Wendy is a dedicated and dependable employee who is passionate about keeping our roads safe by ensuring that we put safe drivers on the road. Whether conducting road tests or serving customers at the counter, Wendy is very thorough and will go above and beyond to help her customers.

She is committed to delivering superior customer service. She is able to adapt her style to meet the needs of each customer. She consistently receives both written and verbal positive feedback from her customers who often request her as their driver examiner even though they previously did not qualify on their first road test with her.

She is equally committed to fostering positive relationships. She is well respected for always being fair, considerate and professional by her peers and business partners. Wendy daily demonstrates strong leadership skills in her office and covers as the acting DLO supervisor whenever offered. She is a strong technical expert on all matters related to Driver Licensing, whether the subject is related to counter transactions or road tests.

Outside of work Wendy continues to demonstrate the same personal qualities as she participates in community fund raisers and quickly answers the call of family and friends in need.

Best regards,

A handwritten signature in black ink, appearing to read "Robin Potts", written over a horizontal line.

Robin Potts  
Manager Driver Licensing

