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

I am pleased to announce that the ICBC 2017 nominee for AAMVA IDEC Driver Examiner of the Year is Claudia Ho, from the Point Grey Driver Licensing Office. Claudia started her career with ICBC in 2010 and is a great ambassador for the corporation. She exudes professionalism and consistently demonstrates a strong work ethic, creativity and leadership. Claudia shows great dedication to the importance of her role as a driver examiner and is passionate about keeping our roads safe by ensuring that we put safe drivers on the road.



Claudia shows a strong customer focus which is ever-present in the way she conducts road tests. She presents herself in a warm, but professional manner and does an excellent job providing constructive feedback to her customers. She is able to effectively communicate the reason for the road test result and helps the driver understand how to improve moving forward in their driving career. She regularly receives positive feedback through customer comment cards and online reviews.

Over the past year Claudia has embraced an increased leadership role in the office and has worked as a supervisor for both the driver examiner group and the client service representatives. Her support of both the teams in the office has been exemplary. She has been instrumental in putting numerous continuous improvement processes in place which has led to enhanced customer and employee experiences.

Claudia's dedication to safe driving and customer experience sets a wonderful example of how we can all work together to improve road safety. Please join me in congratulating Claudia as the British Columbia's 2017 AAMVA Driver Examiner of the year!



Lee Olley
Director, Driver Licensing
Customer Services