

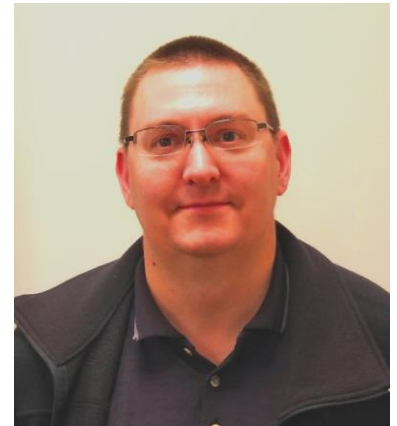


December 10, 2018

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

I am pleased to announce that the ICBC 2018 nominee for AAMVA IDEC Driver Examiner of the Year is **Brandon Kozoris** from the **Abbotsford Driver Licensing Office**.

Brandon started his career with ICBC over 21 years ago and continues to be a tremendous ambassador for our corporation. He exudes professionalism and consistently demonstrates a strong work ethic and technical proficiency, setting an example for his peers. Brandon shows great dedication to the importance of his role as a Driver Examiner and is passionate about keeping our roads safe by ensuring we put safe drivers on the road.



Brandon shows a strong customer focus which is ever-present in the way he conducts road tests. He has a warm and professional approach and does an excellent job providing feedback to his customers to help them become safe drivers, regardless of the road test outcome. He is able to clearly communicate the reasons for the result and helps drivers understand how to improve their driving behaviours moving forward. He regularly receives positive feedback from customers, peers and external stakeholders.

Over the past year Brandon has embraced our Quality Assurance and Consistency Program and has excelled on all aspects of the re-standardization process. He scored exceptionally high on the knowledge test and on-road components for both passenger vehicle and motorcycle tests. Brandon's dedication to maintaining very strong technical skills is a great asset to our corporation and to the drivers of BC. He is committed to doing his part in keeping our roads safe.

Thanks to you all for your passion, dedication and commitment to deliver our valued customers with exceptional customer experiences and your focus in ensuring that we put safe drivers on our roads.

Please join me in congratulating Brandon as British Columbia's 2018 AAMVA Driver Examiner of the year!



Lee Olley
Director, Driver Licensing
Customer Services