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## Direct Repair Claims Procedures - Schedule the Estimate Appointment

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Customers with a DR claim contact shops directly to schedule an estimate, same as scheduling a repair. Address all the following when the customer calls:

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*A DR shop cannot refuse to write a First Estimate on eligible claims if requested by a customer.*

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**Confirm it's a DR estimate**

Confirm that the customer's claim is eligible to be estimated at your shop.

- If the customer isn't sure, they can use the [Find an Accredited Repair Shop](#) search tool to confirm (they need to enter their claim number).
- If the claim is not eligible for DR or the customer hasn't made a claim yet, advise them to call Manitoba Public Insurance (204-985-7000).

**Be ready to explain what DR is**

The customer may not fully understand DR and how it works. DR allows customers to go directly to a repair shop for an estimate instead of a Manitoba Public Insurance service or claim centre.

**Ask about the damage**

Determine how much time to schedule with the customer for the estimate by asking:

- Where is the damage?
- How severe/extensive is the damage?
- How many body panels are damaged?

**Direct customer questions about the claim to Manitoba Public Insurance**

As a repair shop, your job is only to estimate the cost of repairs. If the customer wants to discuss who's at fault, etc., refer them to their adjusting team.

**Clarify what will happen when the customer brings in their vehicle**

Tell the customer you will:

- Perform a thorough estimate, including a tear down if needed.
- Review the estimate with the customer.
- Submit the estimate to Manitoba Public Insurance for approval.
- Review the approved estimate and any changes with the customer.

**Schedule the appointment**

Like any other appointment, confirm the time, duration, date and your customer service arrangements, such as pick-up, rental cars, etc.

**Remind the customer to bring their claim number with them**

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*Do not retrieve the appraisal assignment until the appointment is confirmed.*

*Also remember: the customer is not obligated to get the estimate done at your shop and they can cancel their appointment at any time.*

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