



June 28, 2018

NOTICE TO ALL DIRECT REPAIR SHOPS

Re: Direct Repair Premium Payments

Further to the [Direct Repair Program Premium](#) notice sent on March 2, 2018, the information below is regarding DR Premiums and the claims to which they apply.

DR premium payments are earned on a per 'repair job' basis, as per Schedule A of the 2017 Light Vehicle Accreditation Agreement (LVAA). A repair job may include more than one claim for the same vehicle. For example, if a customer brings a vehicle to a DR or DR Plus shop for a repair on three claims, the shop will receive one DR premium for the repair job.

To be eligible for a DR premium, all of the following must apply for each repair job:

- The claim date of loss is January 1, 2018, or later.
- The shop pulled the repair assignment in RepairCenter on March 1, 2018, or later.
- The shop is in the operational phase of DR or DR Plus on the date the shop pulled the repair assignment. (If the shop is in the Evaluation or Probation phase on the pulled date, the repair job is not eligible for the premium.)
- The shop is in good standing on the date the shop pulled the repair assignment. (If the shop is in a corrective action plan or exited from DR on the pulled date, the repair job is not eligible for the premium.)
- The repair includes body/refinish hours in accordance with the 2017 LVAA. (Claims with **only** Mechanical, Frame, Designated Repair, or Paintless Dent Repair labour are not eligible for the premium.)
- The vehicle was returned to the customer.

(Please note the above list only applies to DR premium eligibility, not eligibility to the Direct Repair program.)

The first DR Premium payment was for repair jobs pulled and paid from March 1, 2018, to May 31, 2018, that met the criteria above.

PST is applied to the DR Premium payments you received. GST does not apply, as MPI is a tax-exempt entity.

If you have additional questions, please contact your Shop Relationship Advisor.