



March 1, 2017

## NOTICE TO ALL REPAIRCENTER USERS

### **Re: 4-Hour Service Level Agreement**

Starting today, Manitoba Public Insurance is introducing a new service standard relating to the review of first estimate submissions from accredited repair shops.

Manitoba Public Insurance will attempt to complete **first submission** requests within 4 hours of receiving them. A first submission is defined as either the First Estimate (Direct Repair shop estimates) or the first supplement (S1) from an accredited shop.

The 4 hours applies to regular business hours, 8:30 a.m. to 4:30 p.m., Monday to Friday, excluding holidays.

In cases where Manitoba Public Insurance does not respond within 4 hours of the first submission, accredited repair shops are authorized to proceed with the repair work, including ordering parts, provided the submission:

- Aligns with Manitoba Public Insurance Estimating Standards and the Light Vehicle Accreditation Agreement
- Includes proper and complete images and documentation to support the request
- Follows all MPI Partners policies & procedures

**Important** – A shop may **not** proceed with repairs or ordering parts without authorization from Manitoba Public Insurance for:

- Marginal repairs
- Owner to authorize repairs
- Theft claims

Please note that first submissions are subject to further review and audit; adjustments or recoveries may be made to the original request.

If you have any questions about this notice, please contact Estimating Services using the [Repair Shop Support Line](#).