

A message from CEOs Alex Sun and Dan Guimond to our valued Manitoba repair partners

August, 2015



**Manitoba
Public Insurance**

To our Manitoba repair partners,

We are pleased to present this second edition of updates on the Physical Damage Re-engineering (PDR) project on behalf of Manitoba Public Insurance and Mitchell International.

Integrated Manitoba Public Insurance – Mitchell service team

Terracor hiring continues this month with an additional two core senior - level 2 field/ Mitchell's Technical Assistance Center (TAC) staff. Terracor welcomes Justin Schultz and Biola Ajala to the team. Two additional new agents, Shamsheer Singh and Miguel Regis, will join the team in August. The team will be based out of Manitoba Public Insurance's cityplace location in Winnipeg. Training for this new team is scheduled for most of August with a target live date of September 1. TAC will begin to transition over following this live date.

Meanwhile, TAC is providing support to Manitoba repair shops through a dedicated team of agents that is fully trained in the Manitoba Public Insurance specific workflow. TAC support is available by calling 1-800-448-4401, or online at Mitchell.com/support. Also, Manitoba shops can go on to Mitchell's Fastlane to submit their issue, and have a dedicated agent call and assist them.

Distributed Estimating pilot update – waves 1 & 2 complete

The PDR project continues to move forward with Phase 1 of the Distributed Estimating (DE) pilot using Mitchell International tools and technology. The DE pilot enables shops to work more collaboratively with Manitoba Public Insurance to maximize efficiencies, such as reduced cycle times.

The intent of the first phase is to evaluate the new approach, which includes shops preparing an estimate after Manitoba Public Insurance completes its first estimate. Lessons learned will be applied to the next phase and all others going forward.

As always, please do not hesitate to send us feedback on your needs as we continue to deliver on our commitment to the industry. We appreciate your ongoing support of the PDR project.

Sincerely,

Alex Sun
President & CEO
Mitchell International

Dan Guimond
President & CEO
Manitoba Public Insurance



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