



June 28, 2017

NOTICE TO ALL REGISTERED ACCOUNT HOLDERS

Re: Paintless Dent Repair Estimate Process

MPI's approach to hail damage is changing. For all eligible hail damage claims estimated on or after **June 30, 2017**, MPI estimators will now create paintless dent repair (PDR) estimates.

Previously, hail damage claims were estimated based on conventional repair methods and repair shops had to convert these estimates to PDR, with approval from MPI. This conversion process is no longer required. As soon as you receive the repair assignment, you can repair the vehicle using PDR methods, or sublet the PDR work (pending any supplements). Vehicles that cannot be repaired using only PDR methods will be estimated with a mix of PDR and conventional repairs.

As an industry-recognized repair method, PDR ensures efficiency and quality of repair for hail damage claims. For shops, this change in process will improve repair cycle times. For customers, it means less waiting and the added benefit of maintaining their vehicle's original paint quality and finish.

As of June 30, customers with PDR-only estimates will have the option to attend an accredited repair shop or go directly to a recognized PDR facility (a list of recognized PDR facilities will be added to mpi.mb.ca). If you would like to be apply to be a Manitoba Public Insurance recognized PDR facility, please complete the [Application for PDR Recognition](#) or contact MPI's Quality Control department using the [Repair Shop Support Line](#), **1-855-882-4313** option 7.

More details about the PDR estimate process, including the new [Paintless Dent Repair \(PDR\) – Hail](#) Estimating Standard and [PDR Hail Calculator](#) tool are available on MPI Partners as of today.

If you have any questions about this notice, please contact Estimating Services using the [Repair Shop Support Line](#), **1-855-882-4313** option 7.