
Direct Repair Claims Procedures - Schedule the Estimate Appointment

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:

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

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

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.
