

Best Practices for Glass Claims

The guidelines below ensure that glass claims are handled efficiently, to reduce impacts to the customer, and prevent delays.

Initial Contact with the Customer

- Prior to opening a claim in Mitchell Cloud Glass (MCG), confirm the damage is glass only, and not a physical damage claim by examining the vehicle in-person or discussing the damage over the phone with the customer.
- Before committing to the repair, open the claim in MCG to confirm there is an active policy. Do not rely on the registration, as changes to a policy can occur.
- Once the claim is open, confirm with the customer that you have authorization to order the parts.
- If the customer has a Special Risk Extension policy (SRE), contact the Glass Audit Unit (GAU) by email to confirm the coverage.
 - Email gau@mpi.mb.ca with the claim number and include “SRE policy on claim” as the subject line.

Vehicle Drop-off

- Ensure all parts are available prior to booking the customer’s repair appointment.
 - For situations with a complete breakage requiring a partial repair, please refer to the [Temporary Repair Policy](#) on MPI Partners.
- Discuss the repair process with the customer, including any sublet repairs, and any unrelated damage that will not be included.
- Confirm the customer is aware of all the costs they will be responsible for, such as the deductible, taxes, and betterment (if applicable) prior to starting the repair.
- Determine if Advanced Driver Assistance Systems (ADAS) Calibration is required and if the vehicle needs to be sent to another shop (handle pre-booking and arranging).
 - Explain to the customer that an employee will need to drive their vehicle to a sublet repair facility to complete the ADAS Calibration. This provides transparency in the event that they don’t want their vehicle driven a long distance.
- Ensure the customer is aware of any potential repair delays that may occur due to hidden damages or part delays.

In Progress Repairs

- Explain to the customer their options, which could save them a deductible (depending on their coverage). Windshields should be repaired rather than replaced, whenever the damage is not in the acute area, and the repair can be done without compromising safety. The repair versus replace decision is the customer’s choice.
- Provide an update to the customer if there are complications that occur during the repair, such as hidden damages or part delays.

Vehicle Pick-up

- Before picking up their vehicle, contact the customer to discuss the glass invoice regarding the completed repairs and any outstanding costs under their responsibility.
- When the customer attends the shop, review the completed repair work with the customer along with the invoice that will be submitted to MPI .
- Ensure the customer signs the glass authorization form after reviewing the repairs.
 - Shops should not invoice MPI without the signed authorization from the customer, as stated in the fine print on the form.

Billing MPI

- Ensure all required photos, invoices, and the signed glass authorization form is uploaded to MCG or submitted with a manual glass payment submission.
- Prior to payment submission, review your billing to ensure it is complete and items aren't missing.

Post-Payment Invoice Updates

- In the case of a short payment or additional repairs required, follow the steps below:
 1. Email the Claims Audit Unit (CAU) at gau@mpi.mb.ca.
 2. Upload any supporting documents required for the glass replacement to MCG (for example, supplier invoices, calibration photos, or sublet invoice), or if it is a manual glass claim, attach all supporting documents to the email.
 3. In the subject line, indicate one of the following:
 - “Request for Short Payment – Claim [enter the claim number]”
 - “Request for Additional Repairs – Claim [enter the claim number]”
 4. Send the email to CAU.
 - The request for short payment will be processed within 30 days from the time MPI receives your email.
 - The request for additional repairs will be reviewed. The Glass Audit Unit responds to emails in the order they are received and strives to reply within two business days.