



Glass Consultation Committee Minutes

April 17, 2023

2:00 p.m. to 4:00 p.m. (In-Person Meeting)

Committee Attendance

- Vern Sisson, Industry
- Trevor Kindrat, Industry
- Lynsey Wilson, MMDA
- Denis Cloutier, ATA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI
- Steve Lupky, MPI

Regrets:

- Renée Sicotte, ATA
- Tana Carpenter, Industry
- Waldemar Koos, MPI

Updates to Prior Action Items

System Enhancements

Glass Authorization form in MCG

- Auto populate two (2) fields – Summer 2023
- Removing two (2) fields – Fall 2023
- MPI is working on an offline version of the Glass Authorization to be used in situations when:
 - Systems are not working
 - Shops are not able to get all the invoice lines in MCG before the customer picks up the vehicle

Labour Rate Increases

- NTT will be published including implementation instructions and retro payment information
- MCG system enhancement will come into effect May 1, 2023
 - Any claim opened on or after May 1, 2023, will have the updated rate
 - If a claim is opened prior to May 1, 2023, but does not have any parts on the claim, the rates will be automatically updated
 - If a claim has a part on it at the time of May 1, 2023, the rates won't be updated but the labour rate increase will be provided in the retro payment for April and May payments. Starting June 1, 2023, if there is a claim without the updated rate, email GAU to updated before submitting for payment.



- Clarified that the updated labour rate for windshield claims is \$63.21 + \$4.00 (shop material) = \$67.21 and the rate in MCG will be \$67.21.
- No paper claims should be updated until May 1, 2023, all the ones submitted in April will be updated via retro payment

EV Claims Reporting

- MPI is currently working on providing claim counts by vehicle make. This information will be posted on the MPI Partners website with the other Glass Only Claim counts - [MPI Partners | Glass Only Claims](#)

Discussion Topics

1. ADAS Calibration Industry Collaborative Research

- Industry asked that MPI look at the calibration process and compensation and make this a high priority item due to the increase of frequency it is occurring on claims
- MPI has added the item to the list to look at this year and would like to attend a few facilities to witness a calibration with different tools
- Industry recommends breaking down ADAS into different parts, but this could be difficult as all the pieces such as process, compensation, and supporting documentation are all tied together
- MPI will be reviewing the ADAS calibration estimating standard and will adjust as needed to ensure shops understand the standard and the allowances are per component that require calibration
- The shop will need to support their ask to be paid for multiple components to be calibrated with OEM procedures

2. Trade-in Authorization

- Went back and for with the legal and claims departments to ensure the form could be used for both PD and glass claims
- This form does not replace the glass authorization but will be used to allow the new owner of a vehicle to get the vehicle repaired under the prior owners claim number
- Requested to add a field for the license plate number
- There will be an NTT sent when the final version is ready and posted to MPI Partners
- MPI is hoping to have this completed for the end of April

3. Process Improvements

- Discussion – Any items that we should look at?
- Having manual glass claims in MCG instead of filling out the paper copies
 - MPI is in the process of reviewing this with Mitchell along with reviewing MPI internal processes that could change to accommodate more claims going through MCG instead of a manual glass claim



- Hardware lines in MCG should not have a price listed and should be \$0 as the pricing is based on cost +25% markup
- Request to look at providing shops with access to add excessive clean up to claims and adding a supporting photo to be reviewed post payment

4. Clean Up of Glass Standards

- The glass standards have been reviewed by MPI for opportunities to clarify and provide more context based on conversations the Glass Audit Unit has with shops. A summary of the changes has been emailed to the glass committee members to be reviewed
- A draft will be posted for 30 days, and any recommendations can be emailed to Robert and Sandra

Roundtable Discussion

- All items covered in the conversations taken prior

Action Items

MPI

- Clarify/modify the ADAS Calibration standard
- Work on offline glass authorization version
- Add license plate field to the Trade-in Authorization currently being revised
- EV Claim Reporting being worked on to post to Partners
- MPI is in the process of working on reducing the number of manual glass claims
- Review having all the hardware lines in MCG changed to \$0

Next Meeting:

- Next meeting scheduled from 1:00 p.m. to 3:00 p.m. on June 19, 2023, via Microsoft Teams.
- Please forward any topics to Robert that you would like to see on the next Agenda.

Meeting adjourned at 3:40 p.m.

Glass Committee

April 17, 2023



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Agenda

- Updates to Prior Actions
 - System Enhancements
 - ▶ Glass authorization form in MCG
 - Labour Rate Increases
 - EV Claim Reporting
- Discussion Topics
 - ADAS Calibration open discussion
 - Trade-in Authorization
 - Process Improvements
 - Clean up of Glass Standards



Updates to Prior Actions

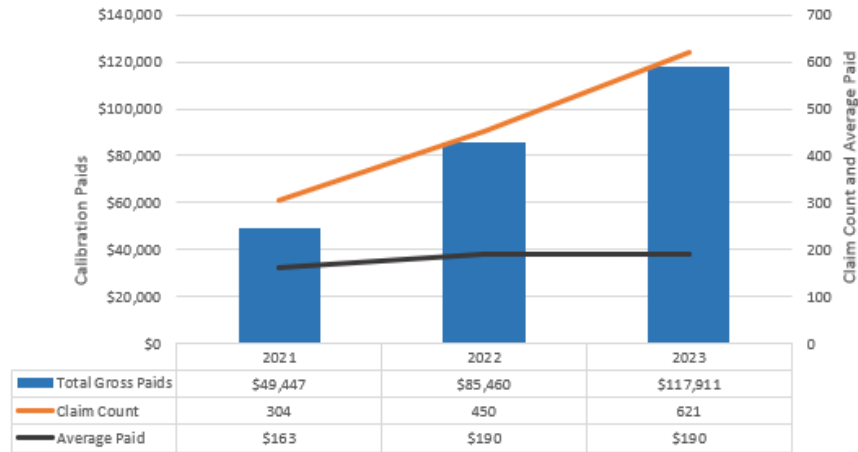
- Enhancing the glass authorization invoice
 - Auto populating two fields – *Firm & Address*
 - *Scheduled for release 23.2 (Summer 2023)*
 - Removing two fields – *I (Name) & Position*
 - *Scheduled for release 23.3 (Fall 2023)*
- Labour Rate Increases
 - NTT will be released indicating date of updates in MCG
 - Retro payment will be done for the month of April and May as not all claims can be updated by Mitchell that already contain parts. Questions can be emailed to GAU mailbox.
- EV Claim Reporting
 - To be provided on the Partners Website but to also include all other vehicles



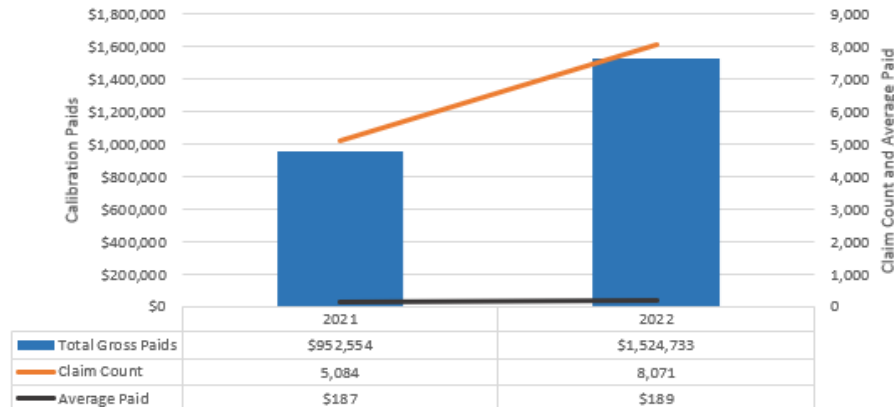
Discussion Topics

- ADAS Calibration Industry Collaborative research
- Open discussion regarding current standard and industry trends.

March Calibration Pairs Amounts per Year



Fiscal YTD (April to March) Calibration Pairs Amounts per Year



Discussion Topics

- Trade-in Authorization
 - Making modifications so it can be used for both glass and PD claims.
 - Ready to release for April.
- Process Improvements
 - Discussion – Any feedback on items that we should look at?
- Clean up of Glass Standards
 - MPI will summarize the high-level changes and share with this committee. Focus was just clarity of existing standards and process.



Question & Round Table



Glass Authorization



**Manitoba
Public Insurance**

**Société d'assurance
publique du Manitoba**

www.mpi.mb.ca

Phone: 1-855-882-4313

Email: gaa@mpi.mb.ca

Glass Claim Number :

Glass Repair Deductible: \$0

Glass Replacement Deductible: \$0

Glass Repair/Replacement Authorization

Date of Loss: 10/26/2022

Contact Name:

Contact Phone:

Alternate Phone:

Area of Damage: Windshield

Vehicle Information:

Year:

Make:

Model:

Body style:

VIN:

Glass Claim Invoice

Shop Reference Number:

Mileage: _____

Registered Account Number: RTW2339

Qty	Part Number	Description	Net Price	Labour Total	Total Amount
1	FW04024GTYN	Green Tint(3rd Visor Erit)(Acoustic Interlayer) (Solar)	\$532.74	\$300.00	\$832.74
1	HAH016000	(High Modulus)(Urethane,Dam,Primer) (2.0 Tubes)	\$67.20	\$0.00	\$67.20
1	ADASCALIBRATION	ADAS Calibration (Northern) Both Static and Dynam	\$396.00	\$0.00	\$396.00
1	TINT	AFTERMARKET TINT	\$120.00	\$10.00	\$130.00
1	BULK	Bulk Moulding	\$15.00	\$0.00	\$15.00

Invoice Total		Insured Payment		Claim Information	
Subtotal	\$1,440.94	GST	\$0.00	GST	\$72.05
GST	\$72.05	PST	\$0.00	PST	\$100.87
PST	\$100.87	Deductible	\$0.00	Total	\$1,613.85
Total	\$1,613.85	Total	\$0.00		

Declarations by customer

The vehicle identified on this form appears to have been repaired satisfactorily. I hereby authorize Manitoba Public Insurance to pay on my behalf to the repair agency indicated in the declaration below the amount indicated by the Total under the Claim Information. Furthermore, I make the following declarations:

- I am aware of the conditions applicable to the vehicle insurance use stated in my policy, and I confirm that the use made of the insured vehicle is primarily the use for which it is insured.
- I have complied with the requirements of *The Drivers and Vehicles Act* and *The Manitoba Public Insurance Corporation Act*, and the *Regulations* to each, with respect to this claim, and with respect to reporting changes in name or address of registered owner, vehicle description, and use of the insured vehicle.
- I confirm that all of the information provided by me in connection with this claim is true and complete. I understand that a misrepresentation of any of the facts or declarations made by me in connection with the registration of the insured vehicle, or in connection with this claim, may render my insurance coverage null and void.
- I make these declarations for the express purpose of inducing Manitoba Public Insurance to pay the within claim. I am aware that payment of this claim by Manitoba Public Insurance does not obligate it to pay any future claims arising under this policy.
- I have consented to my personal information being stored in a Canadian database facility operated by Mitchell International. I understand that my personal information stored in the database may be accessed by Manitoba Public Insurance and by the repair agency indicated on this form.

Date: _____ Insured Signature: _____

Certification of repair by shop

Firm: _____

Address: _____

These 2 fields will auto populate with the information for the shop who the claim is assigned to

hereby certify that all parts have been supplied and services rendered as outlined on this invoice.

Signature: _____ Date: _____

You must retain this certification for a period of 3 years.



DRAFT



Authorization for MPI Claim Transfer

I (*customer name*) _____, the registered owner of the following vehicle (the "Vehicle"):

Year: _____

Make: _____

Model: _____

VIN: _____

Have transferred ownership of this Vehicle to (*name of new owner*) _____ (the "New Owner") in (*city/town*) _____, Manitoba.

Prior to transferring ownership of the Vehicle to the New Owner, I made a claim with Manitoba Public Insurance for damages to the Vehicle. The claim number is _____ (the "Claim")

With my knowledge and consent, the New Owner will pursue the Claim under my policy. I understand that, if I am found liable for the Claim, my Driver Safety Rating will be impacted even though I have transferred the Claim to the New Owner.

I grant the New Owner authorization to sign off on repairs completed under the Claim on my behalf.

Registered Owner (*signature*): _____

Name (*business, individual*): _____

Signature: _____

Date: _____

NOTE: This Authorization for Claim Transfer does not replace documents that the repair facility is required by Manitoba Public Insurance to submit to process the Claim for payment. Upon completion of the Claim repair and/or settlement, the New Owner will be responsible for paying any costs, such as deductible and

