



## Glass Consultation Committee Minutes

March 10, 2025

10:00 a.m. to 11:00 a.m.

### Committee Attendance

- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI
- Denis Cloutier, ATA
- Vern Sisson, Industry
- JM Champagne, Industry
- Lynsey Beer, MMDA
- Pierre Debreuil, Industry
- Rob Boyce, ATA

### Regrets:

- Waldemar Koos, MPI

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### Updates to Prior Actions

- Shop emails to GAU templated requests sent out January 8, 2025, to the glass committee to review and implemented February 25, 2025.
- Gateway Tracker was sent out as an Excel workbook for tracking on December 23, 2024, to the glass committee members. If you have any items, please forward them to Robert and Sandra to see how often, makes, brands and cost impacts.
- Topics for the glass only claim brochure were sent to the committee members on January 8, 2025, and is currently with external communications. The reasoning behind the brochure is to help customers understand the glass claim process, deductible, ADAS calibration etc.
- Glass Claims with Physical Damage glass standard is being reviewed. Currently MPI has added trim panel to be eligible under a glass claim opposed to converting the claim to PD. The standard is also being reviewed to ensure it aligns with internal processes. A copy of the standard will send out to the glass committee later this month for feedback.
- Glass clean-up standard is currently being reviewed to ensure that it is in alignment with the physical damage standard. Will also look at adding examples for removal of seat belts and trim panels for extra R&I time along with the photo requirement needed.



- MPI has started looking into the question that was in a prior meeting, regarding if a claimant has their spouse or partners sign off on the signature sheet. This is under review with the MPI legal department and is also being reviewed so there is consistency across all documents that need claimant signatures for glass and physical damage claims.
  - Once MPI gets a response back, the outcome will be shared with the glass committee.
  - Discussion occurred around who has the signing authority for businesses and how to identify who has authorization to sign on the business's behalf.

### *New Items*

- Updates will be occurring to the Partners site, an internal MPI review has been completed, and there will be a survey sent out to the trade to get their feedback as well. If there is any feedback that you have not sent in on the survey, please send to Robert and Sandra.
- Upcoming MCG Updates will include a button in Notes just like the shops have, but for MPI staff to send an email to shops. It is important that the email address you use on your MCG logins is updated and accurate for who should be receiving these emails.
  - MPI will continue to look at the manual glass claims process to reduce the number of claims processed manually.
  - Feedback from the glass committee stated that the recent change to MCG allowing shops to open claims with either the DD or policy numbers has made opening claims easier.

### *Round Table*

- MPI to reach out to Mitchell for process of uploading photos to MCG for iPhone and Android phones due to sizing and format.
- *Customer number* is gone when opening claims in MCG for businesses. MPI will investigate this.
- Tariffs were discussed as there is an uncertainty about what tariffs are going to be applied to and if they will be applied.
  - NAGS adjusts market pricing three times a year based on market pricing. MPI will monitor and see what happens with the new catalogue release in May 2025.



## Action Items

### MPI

- MPI to review/update the following glass standards and provide to the glass committee to review and provide feedback:
  - Glass claims with Physical Damage
  - Glass allowances
  - Motorhome
- MPI to reach out to Mitchell for process of uploading photos to MCG for iPhone and Android phones due to sizing and format.
- *Customer number* is gone in MCG for when opening claims in MCG for businesses, MPI will investigate this.

### Next Meeting

June 17, 2025, from 10:00 a.m. to 12:00 p.m.

Please forward any topics to Sandra or Robert that you would like to see on the next Agenda.

**Meeting adjourned at 11:00 a.m.**

# Glass Committee

March 10, 2025



MANITOBA  
PUBLIC INSURANCE

# Agenda

- Shop emails to GAU – Templated requests
- Gateway tracker
- Glass Claim Brochure
- Glass Claims with PD damage standard
- Glass clean up standard
- Authorized party sign off on claims



# Agenda

- Updates to Prior Actions

1. Shop emails to GAU – Templated requests

- Sent out January 8, 2025, to the glass committee to review
- Implemented February 25, 2025

2. Gateway Tracker

- Robert sent out a excel workbook for tracking December 23, 2024
- Any items to be merged together?

3. Topics for the glass only claim brochure sent to the committee members

- Sent out January 8, 2025, to the glass committee members
- Currently with communications



# Agenda

- Updates to Prior Actions

## 4. Glass Claims with Physical Damage glass standard

- Added trim panel to be eligible under a glass claim opposed to convert to PD
- Reviewing to ensure it aligns with internal processes
- In progress and will send out later this month for feedback
- Current list today
  - Regulators • Door sash moulding • Outer belt moulding • Glass run channel • Applique • Liftgate wiper motor • Weatherstrip • Wiper arm • Cowl • Rear view mirror • Rain sensor

## 5. Glass clean up standard

- Reviewing to ensure that it is in alignment with the physical damage standard
- Add examples for removal of seat belts and trim panels for extra R&I time that a shop can request and show its required.



# Agenda

- Updates to Prior Actions

6. Can a claimant have their spouse or partners sign off on the signature sheet.
  - MPI has collected all documents requiring customer signatures on both the Glass and PD forms.
  - Under review with legal department
  - Reviewing so there is consistency across all documents that need claimant signatures for glass and physical damage claims



# Question & Round Table

