



Glass Consultation Committee Minutes

November 30, 2022

2:00pm to 4:00pm – In-Person Meeting

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Denis Cloutier, ATA
- Renée Sicotte, ATA
- Lynsey Wilson, MMDA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI

Regrets:

- Waldemar Koos, MPI
 - Trevor Kindrat, Industry
 - Steve Lupky, MPI
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The meeting started with a comment stating that the townhalls went well. Followed by the interest in planning out our second year of this consultation committee and what we want to focus on. The agenda was then followed where check-ins occurred during each topic.

Action items from previous meeting's agenda (September 15, 2022):

1. System Enhancements

- In progress updates.
 - Glass Authorization to print out on one page and auto populate some fields such as the shop name and address.
 - MPI will provide the committee with a date when we know when it can be implemented.
 - MPI will share the current copy of the one-page Glass Authorization with the committee.
 - MPI will investigate e-signature in MCG for the future.



- Shop deleting attachments in MCG themselves has been brought to Mitchell.
 - Mitchell is still working on it but MPI will provide an update when we hear it will be implemented.
- Discussion - Anything new that would make things easier.
 - Using a policy number that can be found on the insurance paperwork to open the claim.
 - MPI is currently reviewing all the reasons why, a claim would not be available for MCG and must be processed as a manual glass claim.

2. System Enhancements

- Discussion - Updates to what justifies a call over email.
 - Freight preapproval.
 - Authorization for motorhomes.
 - Other
 - \$0 cost glass may be moved to call so it would be on the glass authorization when the customer signs it and picks up their vehicle.
 - MPI to send the link to the "Process for Contacting the Glass Audit Unit" job aid to the glass committee members to provide feedback on which items should be phone call vs email. MPI will review and update as required.
- Customer awareness to policy coverage as per claimant glass survey.
 - Website updates are taking place.
 - MPI will update the committee when MPI has more information on the changes to come.
 - MPI recently released a social media campaign regarding policy coverage for chip repairs.

3. Annual Review of the Glass Standards is Being Worked on

- Please bring forward anything that requires additional clarity.
 - Email Robert and Sandra with suggestions.

4. Image Requirements Glass Standard

- MPI will continue to investigate this in the next 12 months updating the committee as things progress.



5. ADAS Calibration

- Industry Collaborative research is of interest for the trade.
 - When capacity allows this there will be both physical damage and glass claims as the allowances are aligned.
 - There is interest in bringing in a company who is very familiar with calibration to assist with the research as well as new technology available to equip shops with less investment. Lynsey to provide additional details learned while at SEMA.

6. Glass Rates

- RV and Heavy Truck.
 - MPI has viewed approximately four RV glass replacements and will continue to look at the rates and process in hopes of providing clarification around these claim types.

Round Table

LOU on glass claims:

- Some shops are needing two days of LOU to send the vehicle to a calibration station as they haven't invested in the capability. LOU hours for glass replacement claims are eight hours.
 - Shops who invest in the tooling to complete calibration can complete the repairs within the eight-hour timeline. The cost of the claim should not be greater depending on which shop the vehicle gets repaired at, for example a shop that has invested in the calibration equipment versus a shop that sublets calibration.
 - A shop can use urethane which cures in one hour for vehicles that need dynamic calibration and for static calibration the vehicle doesn't need to move to complete the calibration if the shop sets up the equipment or vehicle accordingly.
 - There are more cost-effective options to invest in calibration tooling and more vehicles are needing calibration every year. ADAS paid claims have doubled compared to last year and this is a sign that there should be more investment opposed to covering additional costs for LOU which is adding to the time the customer is without their vehicle.
 - We realize that when repairs are done by end of day that it may not be convenient for a customer to pick up their vehicle which results in a second day of LOU which isn't claim repair related but customer, rental agency, or shop convenience.
 - MPI indicated that LOU will continue to be one day for glass claims.

Why isn't there tooling requirements to be glass accredited?

- Depends on what vehicles you are doing which equipment you need but MPI does watch windshields being installed before accredited shops to ensure they are capable and have a minimum of three years glass experience.



Can MPI add lines to Mitchell so shops can add R&I of back racks and tonneau covers to the estimates?

- MPI will investigate today's functionality and any possible opportunity.

Why can't MCG add urethane when you have added a piece of glass?

- MPI will investigate and any possible opportunity for automation.

Customer awareness - previously there were townhalls for the public to provide them information regarding insurance coverage, were there plans to hold these sessions again in the future?

- MPI has completed one this year in Thompson, and MPI tries to move townhalls to different locations throughout the province each year.

Action Items

MPI

1. Send an email to the glass committee with:
 - The new one-page glass authorization.
 - Link to the "Process for Contacting the Glass Audit Unit" job aid.
2. Continue to work on improvements with the glass authorization:
 - Prepopulated fields with the glass shops name and address.
 - Review if all fields are still needed.
3. Will investigate a ADAS calibration research.
4. Investigate possible opportunities for adding lines to Mitchell so shops can add R&I of back racks and tonneau covers to the estimate.
5. Investigate possible opportunities for automating urethane being added to a claim when there is a piece of glass

Industry

1. Provide Robert and Sandra with feedback on:
 - "Process for Contacting the Glass Audit Unit" job aid, for what should be a call verses an email.
 - Providing feedback on any system enhancements or process improvements.

Next Meeting:

- Email to be sent out to set the next meeting for February 2023.
- If you have topics that you would like to discuss on the next agenda, please forward those topics to Robert.

Meeting adjourned at 3:00 pm.

Glass Committee

November 30, 2022



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PUBLIC INSURANCE

Agenda

- System enhancements
- Process Improvements
 - Discussion - Any items that we should look at.
 - Discussion - Updates to what justifies a call over email.
 - Freight.
 - Authorization for motorhomes.
 - Other.
 - Customer awareness to policy coverage as per claimant glass survey.
- Discussion topics
 - Annual review of the Glass Standards.
 - Image requirements.
 - ADAS calibration - Industry Collaborative research.
 - Glass rates for RV and Heavy Trucks.



System Enhancements

1. Working on getting the glass authorization updated to one page and auto populating some fields.
2. Working with Mitchell to allow shops to delete attachments they uploaded in error.
3. Discussion - Anything new that would make things easier.



Process Improvements

- Discussion - Any items that we should look at.
- Discussion - Updates to what justifies a call over email.
 - Freight
 - Authorization for motorhomes.
- Customer awareness to policy coverage as per claimant glass survey.
 - Social media information.



Discussion Topics

- We are currently completing an annual review of the Glass Standards, is there anything that requires additional clarity?
- We will continue to look at implementing an image requirements standard.
- ADAS Calibration - Industry Collaborative research.
- Glass rates of RV and Heavy Truck to be reviewed.



Questions & Round Table

