

# Repair Shop Support

Call **1-855-882-4313** for support related to Manitoba Public Insurance light vehicle physical damage and glass claims. Use the details here to help you decide the area you need assistance from and then select the corresponding option from the phone menu options. To help expedite issue tracking and improve quality of service, enter your Registered Account Number (RAN) when prompted.

## Adjuster or Estimator by extension

Enter an adjuster or estimator's four-digit extension.

### 1 Adjuster by last name

Use your keypad to enter the last name of the adjuster you want to reach.

### 2 Adjusting team or Claims Processing Unit

Leads to the following options:

- 1: Claims Processing Unit NCC
- 2: SCO team adjusting
- 3: All other issues

Call for inquiries about:

- Assignment errors/holds
- Payment issues
- Can't request assignment
- Deductibles
- Total loss claims
- Unsure if damage is related to accident
- Prior claims
- Unrelated customer requests

### 3 Claims Audit Unit (incl. glass-only claims)

Leads to the following options:

- 1: Glass claims
- 2: Virtual claim file payments
- 3: Physical damage audit

Call for inquiries about:

- Glass-only claims
- Virtual Claim File Final Repair Accounts
- Payment issues

Open Monday to Friday 8:30 a.m. - 5:00 p.m.

Email: [gau@mpi.mb.ca](mailto:gau@mpi.mb.ca)

## 4 Estimatrics

**Some inquiries for Estimatrics follow an *escalation process* where the shop must first discuss the issue with an estimator. If they cannot resolve the issue, they can discuss it with an estimating supervisor, and if there is still no solution, the shop may contact an estimating coordinator.**

Leads to the following options:

### 1: Estimating Standards

- Current estimating standards, policies or procedures
- Shop disagreements with review decision (escalation process applies)
- Estimator concerns

### 2: Alternate Parts Program

- Part pricing/availability/quality
- Supplier issuers
- Part type changes
- MPI part business rules (inc. freight, shipping, and brokerage)

### 3: Estimating System Support

- Issue unresolved by Mitchell Software Support

Open Monday to Friday 8:30 a.m. - 5:00 p.m.

## 5 Research & Training

Call for inquiries about:

- Clarification or questions on repair procedures
- Tooling and equipment injuries

Open Monday to Friday 8:30 a.m. - 5:00 p.m.

Email: [PDTRMailbox@mpi.mb.ca](mailto:PDTRMailbox@mpi.mb.ca)

## 6 Accredited Repair

Leads to the following options:

### 1: Administrator

- Accreditation inquiries/renewals
- Speciality shops payment rate
- eGlass password reset
- RAN inquiries
- General shop information updates (phone numbers, email, etc.)

### 2: Inspector

- Prior repair concerns
- Post-repair or in-progress claim questions or referrals to Accredited repair
- Repair a vehicle for which the OEM has a certified or recognized collision repair program
- Proper repair questions or concerns

Open Monday to Friday 7:30 a.m. - 5:00 p.m.

Email: [Accreditedrepair@mpi.mb.ca](mailto:Accreditedrepair@mpi.mb.ca)

## 7 Mitchell Software (eGlass, RepairCenter, other Mitchell products)

Call for inquiries about:

- RepairCenter How To
- System errors

This option transfers you to Mitchell's support line at 1-800-448-4401.

## 8 Shop Relationship Advisor

Call for inquiries about:

- Direct Repair
- Performance recognition
- Shop measures

Open Monday to Friday 8:30 a.m. - 5:00 p.m.

Email: [SRA@mpi.mb.ca](mailto:SRA@mpi.mb.ca)