

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.

Open Monday to Friday 8:30 a.m. - 4:30 p.m.

MPI staff by extension

Enter a four-digit extension.

1. Estimator by last name

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

Estimating emails:

estrequests@mpi.mb.ca

- Fax Cover Sheet requests
- Photos for amendments
- Amendment delay inquiries
- Requests for additional suffix 21 creation

mcorvamendments@mpi.mb.ca

- Motorcycle, and off-road vehicle, claim amendment requests

2. Adjusting Team or Claims Processing Unit

Leads to the following options:

1. Claims Processing Unit
2. Adjusting team
3. All other issues

The [Adjuster Contacts lookup tool](#) can be used to assist in your search.

Call/email for inquiries about:

- Assignment errors/holds
- Can't request claim assignment
- Deductible updates
- Total loss claims – Refer to activity notes prior.
- Confirmation of prior claims
- Unrelated customer requests
- Confirming loss details to vehicle damage
- All other claim information enquiries

Claims Processing Unit email: cpunit@mpi.mb.ca

Add "R/S" in the subject line for priority handling.

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

Leads to the following options:

1. Glass claims
2. Claims payment issues/inquiries/deductible
3. Audit recoveries

Call/email for inquiries about:

- Glass-only claims: GAU@mpi.mb.ca
- Physical Damage Repair facility Final Repair Accounts: FRAinquiries@mpi.mb.ca
- Audit Recoveries – Contact auditor noted in file.
- Unable to request claims assignment: estrequests@mpi.mb.ca

4. Research & Estimating

For general inquiries about:

1. Estimating Standards and Parts Business Rules

Email: Estimating-Standards@mpi.mb.ca

Research & Estimating does **not** provide estimate pre-approval.

2. Estimating System Support

- For unresolved Mitchell issues
- Email: Estimating-Systems-Support@mpi.mb.ca

5. Accredited Repair

Leads to the following options:

1. Administrator

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

Email: Partners@mpi.mb.ca

2. Inspector

- Prior repair concerns
- Post-repair or in-progress repair questions or referrals to Accredited Repair

- Repairs on a vehicle for which the OEM has a certified or recognized collision repair program
- Proper repair questions or concerns
- Application of OEM repair procedures
- Any delays during the repair, email: Accreditedrepair@mpi.mb.ca

6. Software issues with RepairCenter and other Mitchell products

Call for inquiries about:

- "How To" instructions
- System errors
- MCG password reset
- All other Mitchell Application issues

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

Forward any unresolved Mitchell issues to:

Estimating-Systems-Support@mpi.mb.ca

7. Shop Relationship Advisor

Call for inquiries about:

- Direct Repair
- Estimating process or standards support
- Damage validation support
- Performance recognition
- Shop measures
- Parts Autonomy

Email: SRA@mpi.mb.ca

Towing Services

For general towing inquiries:

Email: towingservices@mpi.mb.ca

To report an Information Technology (IT) security event, contact:

Email: Security@mpi.mb.ca

Phone: 1-204-985-7402