

# 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.

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.

### 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 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
- Inconsistent peril/loss details

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

Leads to the following options:

1. Glass claims
2. Repair facility payments
3. Audit recoveries

Call for inquiries about:

- Glass-only claims
- Repair facility Final Repair Accounts
- Audit Recoveries

Glass Audit Unit: [GAU@mpi.mb.ca](mailto:GAU@mpi.mb.ca)

Physical Damage Claims Audit: [ClaimsAudit@mpi.mb.ca](mailto:ClaimsAudit@mpi.mb.ca)

## 4. Research & Estimating

For general inquiries about:

### 1. Estimating Standards and Parts Business Rules

Email: [Estimating-Standards@mpi.mb.ca](mailto: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](mailto:Estimating-Systems-Support@mpi.mb.ca)

## 5. Accredited Repair

Leads to the following options:

### 1. Administrator

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

### 2. Inspector

- Prior repair concerns
- Post-repair or in-progress repair questions or referrals to Accredited Repair
- Application of OEM repair procedures

- Repairs on a vehicle for which the OEM has a certified or recognized collision repair program
- Proper repair questions or concerns
- Any delays during the repair

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

## 6. Software issues with RepairCenter and other Mitchell products

Call for inquiries about:

- RepairCenter How To
- System errors

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](mailto:Estimating-Systems-Support@mpi.mb.ca)

## 7. Shop Relationship Advisor

Call for inquiries about:

- Direct Repair
- Performance recognition
- Shop measures

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

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## Towing Services

For general towing inquiries:

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

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

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

Phone: 1-204-985-7402