



Repair shops should attempt to register glass-only claims using Mitchell Cloud Glass (MCG) whenever possible. The following are common scenarios and tips to decrease eligible claims from being processed through the manual glass claims process.

## No policy number or driver's licence document number

- Customers/shops should wait until they have the policy number or driver's licence document number to register the claim.
- If the customer contacts the shop before arriving, remind them to bring the registered owner's policy number or driver's licence document number.

## Customer is not the registered owner of the vehicle

- Have the registered owner contact the shop to provide their policy number driver's licence document number.
- If the customer contacts the shop before arriving, remind them to bring the registered owner's policy number or driver's licence document number.

## Customer doesn't know the date of loss

- Ask the customer for the date they noticed the damage and use that as the date of loss. Enter Shop Notes indicating the date of loss is approximate.
- If they can't remember when they noticed the damage, ask them for an approximate date and use that as the date of loss. Enter Shop Notes indicating the date of loss is approximate.

## Vehicle is registered to a business

- Shops can open the claim in MCG with a policy number or customer number.

## Eligible claim types

- If the damage is glass only, all claim types (perils) are eligible for MCG.
- If the vehicle has physical damage (for example, paint chips) review the damage and refer to [Glass Claims with Physical Damage](#) to determine if you can use MCG.

## Wrong claim type

- Customers can register glass only claims with the shop. See [Glass Claims with Physical Damage](#) for additional reference.

## Shop cannot access MCG (forgot password)

- Shops can request a new password from the MCG login or contact Mitchell, then process the claim.

## Failed chip repair completed by the same shop

- If the same shop is doing a replacement and the original payment is done in MCG, the replacement can be processed in MCG under the same claim number.

## Vehicle needs to be towed

- Although a tow request needs to be set up by the Contact Centre, the repair can still be processed in MCG.

## Owner is deceased or has an international licence

- Shops can open the claim in MCG with a policy number or customer number.

### Manual Glass Claim Payment Timeline

If MPI manually opens the claim, a shop has to wait up to 30 days for payment after MPI receives the invoice. The Claims Audit Unit (CAU) has to email the manual glass payment form to the shop and the shop has to manually fill out the form, scan the document, and email it back to CAU. The online system claim payment process is much faster once submitted.