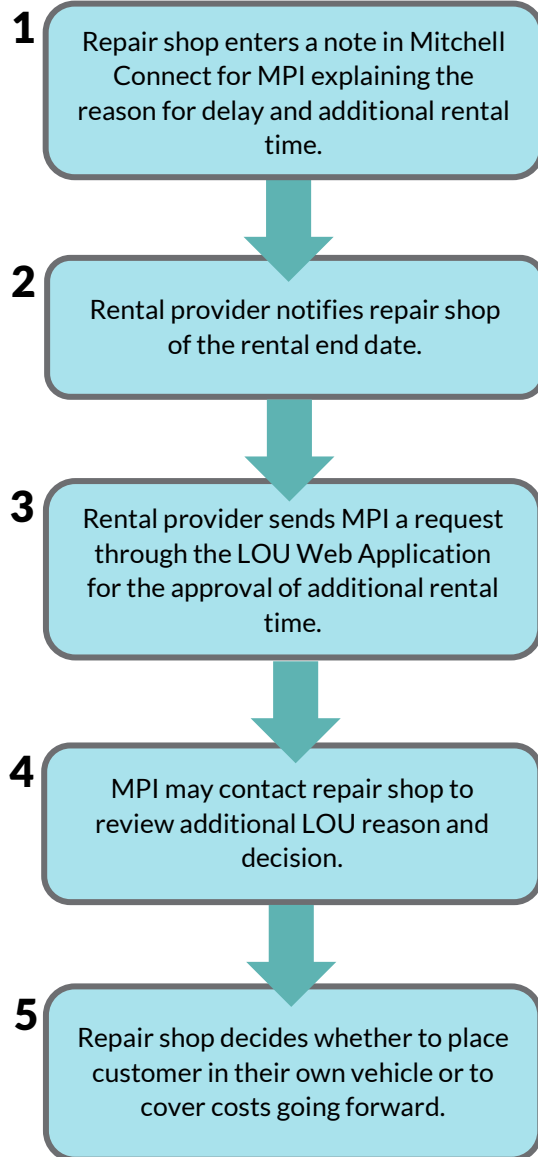


Loss of Use Delay Process



Undue Shop Delays

MPI will investigate LOU requests in the following situations:

- LOU limitations reached at 30 or 60 days
- Parts delay without documentation to support delay
- Price out delays
- Missed damage on the first repair shop estimate
- Undamaged parts broken by the repair shop
- Total theft

As part of MPI's enquiry, shops will be asked to provide a reason for the delay.

In accordance with section 7.7 (c) of the [Light Vehicle Accreditation Agreement](#):

"You agree to complete repairs promptly upon receiving the Customer's authorization. You understand that prompt completion of repairs is necessary for providing quality customer service. Undue delays in repairs must be reported promptly to Manitoba Public Insurance and the Customer. Manitoba Public Insurance will give you written notice if it determines that you have caused an undue delay. If you cause an undue delay, Manitoba Public Insurance may recover from you the costs related to loss of use."

As part of the recovery process, the claim may be reviewed with a shop relationship advisor (SRA) to ensure the shop followed the correct process to avoid undue delays. Shops may contact their SRA at SRA@mpi.mb.ca to review any discrepancies.

If Repair Shop Requires Support

The shop notifies the customer and MPI, through [Repair Shop Support Line](#), of delays. Contact the appropriate area based on the reason for the delay.