

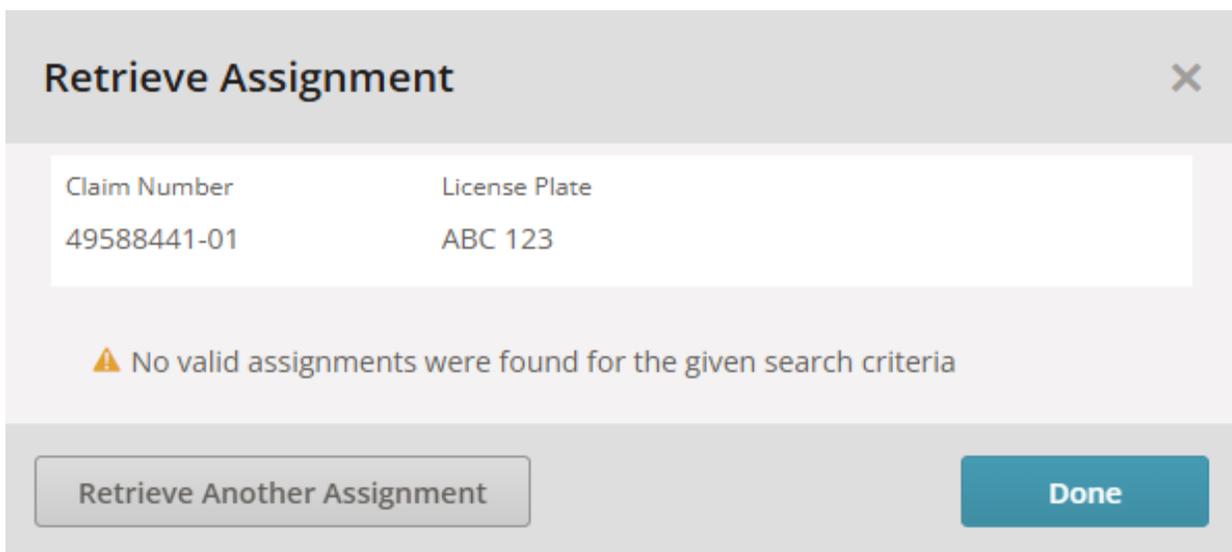
Notice to All Accredited Repair Shops

Mitchell Records Retention Policy Update - Purged Claim Procedures

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Due to changes in the Mitchell Records Retention Policy, as of March 15, 2026, Mitchell will begin purging claims that have had no activity in the past seven years from the database. This purge will include all claim-related information, including estimates and photos.

If you attempt to pull a purged claim, the following message will display:



The screenshot shows a dialog box titled "Retrieve Assignment" with a close button (X) in the top right corner. Inside the dialog, there is a table with two columns: "Claim Number" and "License Plate". The values are "49588441-01" and "ABC 123" respectively. Below the table, there is a warning message: "⚠ No valid assignments were found for the given search criteria". At the bottom of the dialog, there are two buttons: "Retrieve Another Assignment" (disabled) and "Done" (active).

Claim Number	License Plate
49588441-01	ABC 123

⚠ No valid assignments were found for the given search criteria

Retrieve Another Assignment Done

If needed, MPI can restore the original unused suffix and estimate; however, photos cannot be restored. Refer to the [Mitchell Records Retention – Purged Claim Procedures](#) to submit a request to restore a purged claim.

Contact partners@mpi.mb.ca if you have any questions or feedback.