



Notice to All Accredited Glass Shops

# Glass Only Claim Reminders

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MPI continues to find ways to further streamline claim administration processes through ongoing collaboration with the repair trade and its associations. Please see the following reminders that apply to glass only claims.

- **Avoid sending multiple emails on the same request.** For non-urgent items, allow up to 48 hours for a response before following up. Sending repeated emails within short timeframes can slow overall response times.
- **Before following up, check MCG and your email inbox for responses.**
- **Keep your MCG contact information up to date.** Please review and update any outdated email addresses and administrative users, especially when staff changes occur.
- **Include all required information in your emails.** Complete details help avoid back-and-forth and reduce delays in MPI approvals. Please see the [Process for Contacting the Glass Audit Unit](#) for information needed when emailing [gau@mpi.mb.ca](mailto:gau@mpi.mb.ca)
- **Ensure submitted photos clearly support your request.** Photos should directly show the damage or issue being referenced.
- **Ensure staff understand which actions can be completed by the shop.** Handling these items directly helps reduce email volume and supports faster turnaround times.

If you have any questions regarding this notice, please contact the [Glass Audit Unit](#).