



Notice to all Accredited Repair Shops and Recognized PDR Facilities

Further Updates to Temporary Hail Response Measures

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Further to the notice sent July 23, 2026 ([Update on Temporary Hail Response Measures](#)), MPI is transitioning back to normal direct repair (DR) eligibility requirements. The DR process for hail damage claims was introduced as a temporary measure to help address exceptionally high claim volumes. As we move forward, customers will return to the standard hail claim process, which begins with an MPI assessment. MPI's call centre will no longer offer DR for hail as of August 1, 2026.

All suffix 99 hail estimates must be completed and submitted to MPI no later than **August 11, 2026**.

Effective August 12, 2026, MPI will only accept shop-written suffix 99 hail estimates if they meet one of the following exceptions:

- Customers with lease returns
- Trade-ins
- DR qualifying perils with overlapping hail damage
- Non-drive that also has hail damage

Repair shops must email partners@mpi.mb.ca with the requesting claim number and reason.

Customers can be directed to contact MPI for a hail estimate appointment.

If you have any questions about this notice, please contact partners@mpi.mb.ca.