

Notice to All Accredited Repair Shops

Physical Damage Claims Audit Initiatives

Date published: March 24, 2026

As part of MPI's dedication to continuous improvement, collaboration with [Industry Consultation Committees](#), and providing timely communication to all stakeholders, we are providing updates to two ongoing Physical Damage (PD) Claims Audit initiatives. Both have previously been shared with the trade via NTTs and with committees in December 2025 and March 2026.

All shops are reminded of their Light Vehicle Accreditation Application (LVAA) requirements with specific attention to [7.7 Policies and Procedures](#).

Minimum Recovery Threshold

MPI continues to evaluate the impacts and opportunities of increasing the [minimum recovery](#) threshold, and will be extending the pilot for an additional six months. MPI reserves the discretion to revise or limit the application of this pilot as necessary.

Invoice Audits

MPI [announced](#) a targeted invoice audit of a small sample of paid October claims. Results were shared with committees in December 2025, along with plans to conduct ongoing and increased audits. The next phase begins in April 2026 as MPI works through operational process improvements, with plans to fully operationalize in the fall of 2026.

MPI appreciates the cooperation of all shops and committees.

Please email partners@mpi.mb.ca if you have any questions about this notice.