

Notice to all Registered Account Holders

# Additional Changes to MPI Services

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In response to COVID-19 and social distancing guidelines, Manitoba Public Insurance will implement the following on Monday, March 23, 2020. Our goal is to ensure customers continue to have access to vehicle repairs while MPI has limited/minimal services due to COVID 19 restrictions.

As of March 23, 2020:

- Estimating at Service Centres will cease.
- Estimating operations will continue out of PDC for non-drivable vehicles.
- In rural, Estimate road runs will only be utilized for non-drivable vehicles.

Due to the above changes to service, MPI will implement the following system change to continue to serve customers that require an estimate for repairs that can't wait.

- All restrictions will be lifted on DR Program eligible claims with the following exceptions:
  - Non-drivable vehicles (including Total Theft) are not DR eligible
  - Attempted theft claims
- Earned Approval Level (EAL) will increase to \$5,000 for every DR shop to accommodate for MPI's reduced staffing levels.
  - Shops are reminded to be aware of the level of responsibility that comes with this trust.
  - Please review the Performance Recognition Guide.  
[https://mpipartners.ca/documents/Policies\\_Procedures/Performance-Recognition-Program-Guide.pdf](https://mpipartners.ca/documents/Policies_Procedures/Performance-Recognition-Program-Guide.pdf)

MPI's Policies and Procedures for estimating and repair are still in effect.

- Shops can access MPI supports as per the usual channels.
- Rental Car coverage rules will remain in place and will be reasonably applied. Shops should document unique circumstances.

As the response to Covid-19 continues to evolve, repair shops should advise MPI of any changes to your normal business operations that may impact our mutual customers. Email [Partners@mpi.mb.ca](mailto:Partners@mpi.mb.ca).

Changes may include:

- Temporarily not accepting non-drives
- Limiting hours of operation or reducing shop capacity
- Temporarily closing your facility

If you have any questions please contact your Shop Relationship Advisor.