



Notice to all Direct Repair Shops

Additional Changes to DR Estimating

Date published: March 30, 2020

Earned Approval Levels

As communicated to you on [March 20, 2020](#), Manitoba Public Insurance increased Earned Approval Levels (EALs) to \$5,000 for every Direct Repair shop. Since then, MPI implemented technology changes that increased our estimating capacity. We are now able to provide support to all repair shops. Therefore effective March 31, 2020, shop EALs will revert to the tier levels in place before March 23, 2020.

Comprehensive, Vandalism and Hit & Run Claims

Effective March 31, 2020 all comprehensive, vandalism, and hit & run claims will be reviewed by an MPI estimator within 24 hours of receiving an auto-approval.

Due to system limitations, we are unable to prevent a shop from pulling an assignment down based on peril. If you create a DR estimate for a comprehensive, vandalism or hit & run claim, and it is under your EAL it will be auto approved, however it requires approval by an MPI estimator before you begin repairs.

MPI approvals will be documented in Repair Center Connect activity notes. You will be notified if we need to physically inspect the vehicle.

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