

Notice to all Accredited Repair Shops

Expedited Approval Program (Formerly the Performance Recognition Program)

Date published: December 29, 2022

MPI is making changes to the Performance Recognition Program during the first week of January 2023. These changes will include:

- A reduction of the number of auto-approval tier levels
- Increases to auto-approval thresholds
- Changing the program name to the Expedited Approval Program

MPI launched the Performance Recognition Program in March of 2017. The program provides repair shops greater opportunities to effectively manage their business and improve efficiencies by allowing for auto-approvals of estimates and supplements below set thresholds. Tier levels have not been updated since 2018, while labour rates and repair cost have been increasing.

MPI started a review of the program following feedback from the repair industry. Objectives include ensuring the program continues to provide efficiencies and drive customer service while creating a simple and engaging system for repair shops. The program changes are outlined in more detail below:

Auto-Approval Tier Levels and Thresholds

- Remove tier four and increase auto-approval limits for tiers two and three as follows:

Tier Level	Minimum Composite	Maximum AAV (Ask Approve Variance)	Old Auto-Approval Level	New Auto-Approval Level
Tier 1	N/A	8.00%	\$0	\$0
Tier 2	60%	2.63%	\$1,750	\$2,500
Tier 3	70%	1.06%	\$2,750	\$4,000

*There are no changes to performance criteria.



Increasing the auto-approval tier levels will allow more straight through estimates, processing will improve customer service and reduce delays for repair shops and customers. All shops will be placed in their assigned tier based on performance and related program criteria by the end of the first week of January 2023.

To ensure that we continue to meet program objectives, MPI will continue to review additional aspects of the program in the new year.

MPI Partners will be updated to reflect the changes shortly.

If you have any questions, you can email SRA@mpi.mb.ca.