

Notice to all Registered Account Holders

Final Repair Account Signature Sheets

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Repair shops must submit a Final Repair Account Signature Sheet on all claims. The signature sheet is an essential piece of the repair process, as it informs the customer of significant points of authorization.

Authorization to Estimate

- Confirms the customer authorized the estimate, for Direct Repair claims, when applicable

Authorization to Repair:

- Confirms the customer authorized the repair
- Determines authorization to store personal information
 - Protects the customer's personal information by allowing them to opt in or out of storing their information in the Mitchell database
 - Customers who don't complete this authorization, or don't consent to sharing information in this manner cannot have their information entered into Mitchell Connect.

Certification of Repair:

- Signifies that the customer was satisfied with the completed repair

Additionally, a missing or incomplete FRA Signature Sheet will negatively impact your **Repair Records on File** shop measure.

Please ensure that an FRA Signature Sheet is submitted with every claim to confirm you had sign-off from the customer at all stages of the repair, thereby protecting the repair facility and customer. This will also ensure the customer's information is protected and will allow MPI to process your payment.



For more information, see the Estimating Standard on Partners; [Final Repair Account Signature Sheet](#).