



Notice to All Accredited Repair Shops

Further Updates to Temporary Hail Response Measures

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As first communicated by Partners email on July 10, 2026, MPI has reallocated resources from normal daily operations, such as scorecard performance reviews. MPI continues to rebalance resources to best meet the needs of our customers and the industry.

Effective Monday August 24, 2026, the Shop Relationship Advisors (SRAs) will be redeployed to support frontline hail estimating. This change will result in the following:

- All scorecard reviews remain paused.
- The SRA Mailbox will not be monitored.

Please note the following reminders regarding [shop support](#):

- Email estrequests@mpi.mb.ca for supplement inquiries, payment info, etc
- Email Mitchell technical support for estimating system issues.
- Email Estimatics-Systems-Support@mpi.mb.ca for unresolved Mitchell issues.
- Review MPI [Estimating Standards](#) for applicable rules and procedures.
- Refer to the Estimator listed in Journal Notes for Estimate [Issues Resolution](#).

Repair shops should continue to monitor their own scorecard results to maintain acceptable program performance. MPI will resume performance reviews when it is operationally feasible, using June scorecards and shop performance at that time as a starting point. Please continue to maintain all claim related documentation as communicated on [July 2, 2026](#), to reduce audit compliance efforts once they resume.

If you have any questions about this notice, please contact partners@mpi.mb.ca.