



Notice to all Accredited Repair Shops and Recognized PDR Facilities

Further Updates to Temporary Hail Response Measures

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MPI recognizes that some repair facilities have existing hail estimate appointments booked with customers beyond August 11, 2026. We appreciate the efforts made by repair facilities to support customers during the elevated hail claim volumes experienced this summer.

As communicated in the July 31, 2026, [Notice to the Trade](#), MPI will no longer accept new shop-written suffix 99 hail estimates after August 11, 2026, unless they meet the exceptions noted there.

Customers have been advised that Direct Repair is no longer available as a hail assessment option and that an MPI hail assessment is required before repairs can proceed.

To ensure consistent messaging, please note the following:

- Shops can book hail repair appointments as normal if the customer has already attended the Gateway Service Centre (or a rural MPI service centre for customers outside of Winnipeg) for a hail assessment.
- MPI recognizes that some customers may not be able to attend their MPI assessment appointment before their scheduled repair facility appointment date. If you have already booked a customer appointment and an MPI hail assessment has not yet been completed, the shop appointment should be used for advance repair planning only. This may include discussing the damage, repair timelines, parts considerations, and customer expectations. You can then supplement the Suffix 01 estimate once written as normal more quickly.



MPI is sharing this information to help minimize disruption for customers who have already committed to appointments with repair facilities and to ensure a consistent understanding of the process moving forward.

We appreciate your continued support and partnership as we work through the remaining hail claim volume.

The goal of these changes is to maximize MPI's capacity for reviewing shop estimates and supplements to support in-progress repairs. To maintain fairness and equity for customers accessing repair services, submissions of Suffix 99 hail estimates after August 11, 2026, will be monitored and may result in the loss of privileges to the access and use of the Mitchell products.

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