

Notice to All Accredited Repair Shops

New Process for Theft Claims

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MPI has implemented a theft claim pilot process, aimed at improving estimate accuracy and reducing repair delays.

As part of this pilot, for all total theft claims in Winnipeg, MPI will complete initial inspections and estimates at the Physical Damage Centre prior to shop assignment. MPI will obtain the customer's keys, complete the customer walkaround, and perform a basic mechanical inspection.

MPI will confirm the estimate reflects the insured's reported damage. Shops will no longer be required to complete customer walkarounds or initial mechanical inspections.

Any further mechanical inspection is considered Owner to Authorize (OTA), unless explicitly directed by MPI.

Please email partners@mpi.mb.ca if you have any questions about this notice.