



March 27, 2019

**NOTICE TO ALL REGISTERED ACCOUNT HOLDERS**

**Re: New Hours for MPI's Physical Damage Management**

As of Wednesday, March 27, 2019, MPI's Physical Damage Management will observe new hours for its groups dealing with light vehicle physical damage and glass claims. These new hours allow MPI to better align resources with customer needs to improve efficiency and customer service.

<b>Group</b>	<b>Hours (effective March 27, 2019)</b>
Accredited Repair	Monday to Friday 8:30 a.m. - 4:30 p.m.
Claims Audit Unit	Monday to Friday 8:30 a.m. - 4:30 p.m.
Estimatics	Monday to Friday 8:30 a.m. - 4:30 p.m.
Research & Training	Monday to Friday 8:30 a.m. - 4:30 p.m.
Shop Relationship Advisor	Monday to Friday 8:30 a.m. - 4:30 p.m.

Physical Damage Management can be reached using the [Repair Shop Support Line](#).