

# Rental Vehicle Coverage and COVID-19

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## Estimates at Service Centres Discontinued

As you have heard, we have closed Bison Service Centre effective immediately to allow the building to be used for COVID-19 mobile, drive-thru testing.

In response to COVID-19 and social distancing guidelines, beginning Monday, March 23, estimates will not be performed at Service Centres. Only non-drives will be estimated, either out of PDC or through road runs in rural.

To help customers that require an estimate for repairs that can't wait, all restrictions will be lifted on DR Program eligible claims with the following exceptions:

- Non-drivable vehicles (including Total Theft)
- Attempted theft claims

Direct Repair shops have been asked to inform MPI if they change any of their normal business operations such as temporarily not accepting non-drives, limiting hours of operation or reducing shop capacity, or temporarily closing. Please contact your Direct Repair shop(s) to make arrangements for priority estimating and repairs.

MPI will continue to support shops through their shop relationship advisors. Customer issues with proper repair will be handled by the Accredited Repair department.

Existing rental car coverage rules remain in place and will be reasonably applied. MPI understands that delays in the repair of vehicles may occur because of COVID-19. Maintaining loss of use coverage for our customers remains a priority. Although we expect customers to follow existing rental vehicle rules, we may consider additional costs related to delays caused by COVID-19.

Thank you for your support to our mutual customers.