

Notice to all Registered Account Holders

# Resuming MPI Estimating Services

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As part of its response to COVID-19, Manitoba Public Insurance expanded the Direct Repair (DR) Program to give customers the option of attending a DR shop for a DR Estimate, or a non-DR shop for a photo-based estimate. Soon, MPI will resume estimating drivable vehicles at service centres and return the Direct Repair Program to its original state.

This change becomes effective on claims reported on June 17 and later. Claims reported before this date will continue to follow the COVID-19 process (as per the [March 20 Notices](#)) to avoid customer confusion.

- DR shops are to refer to the Direct Repair Program Guide found on the MPI Partners site as well as the **Assignment Details** on every claim for Estimate Responsibility direction. As normal, please direct customers to MPI when the Estimate Responsibility indicates **MPI**.
- Non-DR shops will instruct customers with claims reported on or after June 17 to attend their scheduled service centre appointment, as directed when making their claim.
- Estimating at service centres will resume on June 22.
- Estimates for driveable vehicles will **only** be performed at service centres or DR shops (if the claim is DR-eligible). If a customer with a non-DR-eligible claim is unable to attend a service centre for an estimate, alternate accommodations will be arranged.
- Non-driveable vehicle estimates will continue at the MPI Physical Damage Centre or designated rural locations, as normal.
- Photo-based estimating related to COVID-19 will no longer be an option as of June 22.

MPI extends its thanks to all repair facilities who assisted with Direct Repair and photo-based estimating during these restrictions, resulting in a collaborative approach to serving Manitobans.



Lessons learned from the temporary changes to the Direct Repair Program and photo-based estimating will be reviewed for future program opportunities.

If you have any questions, please contact your Shop Relationship Advisor at [sra@mpi.mb.ca](mailto:sra@mpi.mb.ca) or email [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca).