

Notice to all Mitchell Connect users

Shop Access to MPI Estimator Images

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As of May 11, 2020, claim suffixes 99 and 01 will contain the same Loss Details information. With this change, repair shops will be able to view loss details when accepting an 01 Repair Assignment, as well as claim images taken by MPI estimators on and after May 12, 2020. To view images taken prior to May 12, repair shops must still request them from MPI. Any images taken by MPI must **not** be shared without prior permission from MPI.

Important

The repair shop need authorization from the corresponding policy holder at the time of loss, and MPI, before proceeding with repairs related to pre-existing claims.

If you have any questions about this notice, please contact your Shop Relationship Advisor.