



Notice to all Registered Account Holders

# Supporting Social Distancing

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To accommodate “valet or curbside” services which support social distancing for customers and repair shop staff, MPI is implementing the following temporary processes:

## **Final Repair Account Signature Sheet**

An emailed acknowledgement by the customer of the declarations found on the Final Repair Account Signature Sheet is acceptable for an Authorization to Estimate, Authorization to Repair and Certificate of Repair.

Emailed consents to estimate and repair should be obtained before repairs are started. In the body of your email to the customer ask if they agree to the declarations on the Final Repair Account Signature Sheet.

A second email from the customer is required to support the Certificate of Repair. Upload this second email to the claim when submitting for payment.

For Virtual Claim Files (VCF) submit the second email with all other required documents.

Fill out the Final Repair Account Signature sheet and submit it MPI following normal procedures.

## **Glass Authorization Form**

For glass claims, save and email a PDF copy of the Glass Authorization form to the customer. In the body of your email to the customer ask if they agree to the declarations on the Glass Authorization form. Do not submit the form or email to MPI for eGlass claims when requesting payment, but retain for future reference.



For manual glass claims, before requesting payment, submit a copy of the customer's response to the email with the Glass Authorization sheet.

You must still collect all customer responsibilities including deductible, betterment/ depreciation, taxes etc.

If you have any questions please contact Accredited Repair.