



Notice to All Accredited Autobody and Glass Repair Shops

Temporary Measures for Storm-Related Claims on June 9, 2026

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In response to the high volume of claims resulting from the storm on June 9, 2026, MPI is implementing temporary contingency measures for hail claims.

Estimate appointments will no longer be scheduled for incoming hail claims. MPI is working on dedicated locations for estimating.

Customers will be contacted to schedule an appointment at a later date. Non-driveable vehicles will be prioritized.

Repair Facility Action

Once arranged, hail estimates will follow MPI's regular estimating process. Accredited repair shops and authorized PDR facilities will be able to access the MPI estimate in Mitchell Connect.

MPI does not accept initial hail estimates from repair shops.

Temporary Repairs for Glass

MPI may consider temporary repairs for hail-related glass damage where the vehicle is not safe to drive. Refer to the scenarios below for proper claim handling.

Glass Only Shops

If the customer has not yet opened a claim:

1. Open the claim in Mitchell Cloud Glass (MCG).
2. Upload photos following existing procedures.
3. Obtain customer payment for the deductible portion.
4. Submit claim for payment through MCG.

Glass Only Shops (continued)

If the customer has already opened a physical damage claim with MPI:

1. Call the Glass Audit Unit to verify coverage and deductible.
2. Complete and have the customer sign an offline [glass authorization](#).
3. Obtain customer payment for the deductible portion.
4. Submit an invoice for the remaining amount via email to gau@mpi.mb.ca. Include photos of the damage, per the [Digital Images](#) standard.

Autobody Shops

If the customer has not yet opened a claim:

1. Open the claim in Mitchell Cloud Glass (MCG).
2. Upload photos following existing procedures.
3. Obtain customer payment for the deductible portion.
4. Submit claim for payment through MCG.

If the customer has already opened a physical damage claim with MPI:

1. Email estrequests@mpi.mb.ca with images of the following:
 - Four (4) corners
 - Damaged Glass
 - Vehicle Identification Number (VIN)
 - Licence Plate
2. MPI will create an O2 Suffix and advise the shop to proceed with temporary repairs.
3. Obtain customer payment for the deductible portion.
4. Submit the claim for payment.

If you have any questions about this notice, please email partners@mpi.mb.ca.