



Notice to all Accredited Light Vehicle Shops

Updates to Direct Repair Program

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Effective October 1, 2024, updates will be made to application rules for MPI's Direct Repair Program.

The following applicant rule updates will reduce the length of time a newly accredited shop will need to wait before being accepted into the Direct Repair Program.

- The applicant must not have a history of non-compliance with MPI policies, procedures, or standards for 3 to 12 months (the maximum will be applied if the past non-compliance resulted in a verbal or written warning).
- The applicant must have met the requirements for Tier 2 or higher as defined in the Performance Recognition Program Guide, using the most recent rolling three-month performance results immediately preceding the date of application.
 - The above requirements also apply to newly accredited shops. Tier 2 requires a minimum composite score of 60 percent, and an absolute Ask-Approve Variance of 2.63 percent or less.
- Shop volume for the latest scorecard (3 months), used for determining eligibility must have a minimum claim volume of 12 claims in the 3 months. If claim volume has not been met, onboarding is delayed until the volume requirement has been met along with all other criteria.
- The applicant must have a 3 month rolling average of Tier 2 or better over 3 consecutive scorecards as a collaborative estimating shop (CE shop.) This ensures the shop can maintain shop measures through supplementing MPI estimates. The first scorecard may only be 1 month of volume as opposed to 3 months.
- MPI will audit a sample of claims prior to and following onboarding to confirm a shop is compliant with estimating standards, policies, and procedures.

For more information on MPI's DR Program requirements please review the [Direct Repair Guide](#).

If you have any questions regarding this notice, please contact the SRA@mpi.mb.ca.