



Notice to all Accredited Repair Shops

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

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Effective Saturday, June 13, 2026, MPI will allow Direct Repair (DR) estimates for hail claims for the next two weeks. Estimates must be completed and submitted to MPI by July 14. These timelines may be extended. Please monitor MPI Partners regularly for the latest information.

A temporary MPI Hail Response Centre will also be opened at our Gateway Service Centre on Wednesday, June 17, to provide initial assessments to customers in Winnipeg and surrounding areas who believe their vehicle may not be repairable.

For new and recently reported hail claims, customers will be given the following options:

- Schedule an initial estimate at a Direct Repair shop, if they believe their vehicle may be repairable.
- Schedule a hail assessment appointment at the MPI Hail Response Centre at Gateway Service Centre (available to customers in and around Winnipeg, Steinbach, Portage la Prairie, Selkirk, or Beausejour), if they believe their vehicle may not be repairable.
- Schedule an estimate appointment at a rural claim/service centre (if they are outside the locations listed above).

Direct Repair shops must confirm that the customer is eligible for direct repair. If the customer is not eligible, advise them to follow the other options provided by the MPI or call the MPI Contact Centre.

Initial assessments at the MPI Hail Response Centre will be used to validate damage and divert potential total losses away from repair shops.



- If the vehicle is determined to be repairable, the customer will be advised to schedule their estimate/repair at an accredited repair facility of their choice.
- If the vehicle is determined to be a potential total loss, the estimator will provide the customer with next steps.

These initial assessments will enable quicker total loss settlements and avoid unnecessary shop efforts.

## Repair Facility Action

If a customer attends your Direct Repair facility for an initial hail estimate, perform the estimate following existing procedures and submit to MPI for approval.

MPI will create an estimate for customers that attend a hail assessment appointment at the MPI Hail Response Centre; however, there may be a delay in estimate availability in Mitchell Connect. Direct Repair shops may create a suffix 99 estimate for claims already assessed at MPI. Accredited Repair shops must wait for the suffix 01 from MPI before proceeding with the estimate/repair.

## Overlapping Claims

Follow the [Overlapping Claims](#) Estimating Standard when applicable.

Any in-progress repairs, when combined with hail damage, maybe become a potential total loss. Submit hail estimates for review prior to completing repairs.

If you have any questions about this notice, contact [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca).