

Notice to all eGlass Users

# Incorrect Deductible in eGlassClaim

**Date published:** April 30, 2021

MPI is aware of an issue in eGlassClaim where \$100, \$200, and \$300 deductibles may be displaying incorrectly. MPI is working on a solution and will send a communication when the issue is resolved.

Until the issue is resolved, glass shops must verify each customer's deductible manually.

To verify the deductible:

1. Ask the customer for a copy of their registration.
2. On their registration, review the **Issue Date** and the **All Perils Limits** (deductible).
  - If the issue date is **before April 1, 2021** and:
    - The customer has a **\$100, \$200, or \$300 deductible**, the customer has a \$0 deductible for chip repairs. For glass replacement, the deductible will apply.
    - The customer has a \$500 deductible, the deductible will apply for chip repairs and replacements
  - If the issue date is **on or after April 1, 2021** and:
    - The customer has a \$200 deductible, contact the Glass Audit Unit to confirm if the deductible applies.
    - The customer has a \$750, \$500, or \$300 deductible, the deductible will apply for chip repairs and replacements.

If you have any questions or concerns, please contact the Glass Audit Unit at [GAU@mpi.mb.ca](mailto:GAU@mpi.mb.ca) or through the Repair Shop Support Line .