



Notice to all Registered Account Holders

# Photo-Based Estimating

**Date published:** March 20, 2020

As communicated to you on [March 20, 2020](#) MPI is no longer completing estimates at our service centres. Customers are being advised when they make a claim for a drivable vehicle they can attend any MPI accredited repair facility to have it estimated and repaired.

As always, a claim must be reported to MPI before an estimate can be completed. If the customer has not yet reported the claim, request they do so before taking any photos.

## Light Vehicle Direct Repair shops

Customers have the option to attend an accredited Direct Repair facility for an estimate. Customers can also attend an any accredited repair facility that chooses to provide a photo-based estimate.

## Photo-Based Estimating Requirements

The following images are required: (<https://mpipartners.ca/restricted/ES/pdf/ES-DigitalImages.pdf>)

1. Vehicle Identification Number
2. All four sides of the vehicle: front corner, back corner, left corner, right corner
3. Damages up close and afar (one of the photos should include a reference object to help us assess size of damages, such as holding a pen up to the damages)
4. Odometer (showing mileage), if applicable
5. Dashboard (showing options such as CD player, air conditioning, etc.), if applicable
6. Interior view of the driver's side seat and gas pedal/brakes, if applicable
7. Interior view of the front seats and back seats, if applicable
8. Tires (inset a quarter into the tread to help us assess the tread depth)
9. Images of unrelated damages, if present

### **Light Vehicle CE Repair shops**

Customers can also attend an accredited non-Direct Repair facility of their choice for a photo-based estimate. Repair facilities may choose to provide this service.

Take the required images and email them to [PDCEstimating@mpi.mb.ca](mailto:PDCEstimating@mpi.mb.ca). Include the claim number in the subject line.

An MPI estimator will review the images and create an estimate. The estimator will advise the shop via email that the estimate has been created and the repair assignment can be pulled. The claim will then follow the normal workflow.

### **Light Vehicle Specialty facilities**

(Paintless Dent Repair, mechanical, remediation)

Customers can also attend a specialty repair facility of their choice for a photo-based estimate. Repair facilities may choose to provide this service.

Take the required images and provide a detailed estimate of the damages including labour time, part number and prices.

Complete this estimate on the shop's work order, and email it along with the images to [PDCEstimating@mpi.mb.ca](mailto:PDCEstimating@mpi.mb.ca). Include the claim number in the subject line.

An MPI estimator will review the images and create an estimate. After that the estimator will follow the current VCF process.

Labour rates can be found at ([https://mpipartners.ca/LightVehicles/NoticesToTrade/labour\\_rates.html](https://mpipartners.ca/LightVehicles/NoticesToTrade/labour_rates.html))

### **Off-Road Vehicles, Motorcycles, Campers and RVs.**

Customers can also attend a repair facility of their choice for a photo-based estimate. Repair facilities may choose to provide this service.

Take the required images and provide a detailed estimate of the damages including labour time, part number and prices.

Complete this estimate on the shop's work order, and email it along with the images to [PDCEstimating@mpi.mb.ca](mailto:PDCEstimating@mpi.mb.ca). Include the claim number in the subject line.

An MPI estimator will review the images and create an estimate. After that the estimator will follow the current VCF process.

### **Commercial Vehicle Repair shops**

Customers can also attend an accredited commercial facility of their choice for a photo-based estimate. Repair facilities may choose to provide this service.

Take the required images and email them to [Commercialestimating@mpi.mb.ca](mailto:Commercialestimating@mpi.mb.ca). Include the claim number in the subject line.

An MPI estimator will review the images and create an estimate. The estimator will advise the shop via email that the estimate has been created and the repair assignment can be pulled. The claim will then follow the normal workflow.