



Notice to All Accredited Repair Shops

MPI Labour Interruption –Temporary Glass Claims Process

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As communicated previously, the Manitoba Government and General Employees' Union (MGEU) has announced their intention to begin strike action on Monday, August 28, 2023. Should strike action proceed, the following will apply for glass claims during any labour disruption.

- Shops will continue using the current process by opening claims using Mitchell Cloud Glass (MCG).
- The Glass Audit Unit will be prioritizing all shop requests. Our phone lines will not be available. All requests will be triaged via email only.
- Emails will be prioritized to ensure that claims continue to move forward and that repairs can be completed. This will also help to minimize invoice payment delays for required operations and parts.
- Glass facilities can email requests to the Glass Audit Unit (GAU) to add unpublished windshields and tempered glass to MCG that they cannot add themselves. After submitting for payment, Glass facilities can request a supplement payment change to GAU to add miscellaneous lower dollar items.
- For claims requiring SRE confirmation, shops need to collect the entire deductible amount at time of vehicle pick-up and direct customers to follow-up with MPI to confirm SRE coverage and reimbursement.

If you have any questions, please contact the Glass Audit Unit at GAU@mpi.mb.ca.