

Notice to All Accredited Repair Shops

MPI Labour Interruption – Temporary Physical Damage Claims Process- Updated

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We recognize and appreciate the impacts that the ongoing MPI labour interruption is having on our valued partners. Thank you for your continued support and partnership during this uncertain time.

With strike action continuing beyond August 28, 2023, MPI is making the following adjustments to the temporary process for driveable light vehicle claims.

Important: This updated process replaces the [Temporary Physical Damage Claims Process](#) shared on August 27, 2023. A new [Customer Claim Submission Form](#) is available on the MPI website to replace the Shop Claim Submission Form, which has been removed from MPI Partners.

As the labour disruption impacts may continue to change from day-to-day, please watch for additional communications to provide current information when assisting customers.

In Progress Claims

For all in progress claims, repair facilities are to follow our normal process.

Non-Driveable Claims

Non-driveable claims will continue to be estimated by MPI and then towed to a repair facility under the normal process.

Earned Approved Limit

MPI will temporarily increase Earned Approved Limit (EAL) to the following for shops who currently have EAL.

- *Tier 1 will increase to \$4,500*
- *Tier 2 will increase to \$6,000*
- *Shops who do not currently have EAL will not see any change.*

Estimating Perils

All peril types will continue to be eligible for an accredited shop estimate.

Prior to attending a repair facility for an estimate, customers are encouraged to submit their claim directly to MPI using the [Customer Claim Submission Form](#). If the customer

has submitted the form, they will receive a claim number from MPI. Once the customer has an MPI claim number, they can contact the accredited repair shop of their choice to schedule an estimate appointment.

If a customer attends a repair facility without having submitted this form, the facility can help the customer complete and submit the form online, and then set-up an estimating appointment.

Temporary Estimating Process

Before proceeding with the steps outlined below, repair facilities need to confirm that an appraisal assignment for the claim at hand is available in Mitchell Connect.

- If the appraisal assignment is available, proceed with normal estimating processes.
- If an appraisal assignment is **not** available yet, proceed with creating an unassigned estimate as outlined below.

This temporary estimating process enables repair facilities to create an unassigned estimate for claims that do not have an appraisal assignment in Mitchell Connect.

To create an unassigned estimate in Mitchell Cloud Estimating (MCE):

1. Select **+Job** and enter all required customer information:
 - First and Last Name, Email, Phone Number, etc.
2. Click **Save & Next**.
3. Enter all required vehicle information:
 - VIN, Odometer, Licence Plate, Damage Description, etc.
4. Click **Save & Next**.
5. Enter all insurance **Information**.
6. Click **Done**.
7. Click **Write** in the Estimate card.
8. Write the estimate.
9. Once complete, **do not click Commit**. Leave the estimate in this state until the claim has been validated by MPI. If you do commit the estimate now, it will

prevent the estimate from being processed through the usual MPI Mitchell workflow.

If you have any questions, please contact your Shop Relationship Advisor.