

A message from CEOs Alex Sun and Dan Guimond to our valued Manitoba repair partners

September, 2015



**Manitoba
Public Insurance**

To our Manitoba repair partners,

We are pleased to present this third edition of updates on the Physical Damage Re-engineering (PDR) project on behalf of Manitoba Public Insurance and Mitchell International.

AutocheX pilot – improving the customer experience

We are proud to be providing you with AutocheX, a valuable customer experience tool that will prove to be a tremendous benefit to your shop and your customers.

Your shop will receive AutocheX at no cost. Customers share their views through a phone survey, and you can access reports of their feedback to learn what customers think about your shop's service and quality.

The benefits to your shop include:

- Insight into the customer experience at your facility.
- Understanding customer satisfaction with your shop.
- Ability to build and improve customer loyalty.

Customers benefit by knowing their views will be heard and their satisfaction is being taken seriously. This will help to enhance their overall experience and build greater confidence when selecting a shop in future. It's truly a win-win for everyone involved in the process.

Wave 1 began August 20, and we'll continue to roll AutocheX out to remaining shops this fall. Mitchell will be in touch before you start the program to provide training materials to help you get the most value from this incredible tool.

We're confident that you will find the ability to accurately track customer feedback and shop progress to be an important resource for your business.

New web status procedure: 'Complete and Close'

We continue to work hard to improve and streamline workflow processes for you. Our latest enhancement simplifies the way you start the payment process. Once the web status is set to **Delivered – Completed** or **Delivered Not Completed**, simply click the new **Complete and Close** button to close the claim and begin the payment process. You don't have to do anything further. This provides a much more direct way to complete the claim and tell Manitoba Public Insurance that you are ready to get paid. If you have any questions about this exciting new functionality, call 1-800-448-4401 or visit mitchell.com/support.

As always, please do not hesitate to send us feedback on your needs and experience as we continue to deliver on our commitment to the industry. We appreciate your ongoing support of the PDR project.

Sincerely,

Alex Sun
President & CEO
Mitchell International

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Manitoba Public Insurance



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