

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

October, 2015



**Manitoba
Public Insurance**

To our Manitoba repair partners,

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

Terracor Service Team and Technical Assistance Centre process

Training of the new Terracor Service Team continues this month at a brisk pace. The fourth team member to join Terracor, Pierre Boisjoli, is now onsite. In addition to calls, the Terracor team will also handle on-site deployment to customer locations, dealing with issues that may require 'hands-on' support, issue resolution and training assistance. We are confident that this new hybrid approach will address the unique service needs of the Manitoba repair industry.

Shop profile changes

September marked the beginning of Mitchell Estimating Profile Updates. Manitoba Public Insurance recognizes the need for consistent repair details and rules on common repair activities in each estimate and as a result has asked Mitchell to prepare an updated long expansion file for everyone to use. This file will be deployed by Mitchell as a backend Cloud update, minimizing impact and simplifying the delivery process. Your shop will be notified when your update is complete and you will receive instructions on how to finalize the update process. It is critical that your shop complete these instructions. The project is scheduled to run through Nov. 30, 2015. If you have questions, contact TAC at 800-448-4401.

TAC process - important reminder

As we begin transitioning service calls and activities to this team in the upcoming weeks, we would like to ensure that all shops receive the same priority and attention to issues. To this end, we are implementing a new triage process to direct reported issues to the right resources and to track issues to resolution. A centralized, local dispatch process will balance the incoming case load and assign cases to the right resource.

To assess the effectiveness of this new process and to allow the Terracor team the chance to get in the driver's seat, we request that you not contact Terracor directly unless it is a follow up to an existing case. Please report new questions or issues to TAC at 800-448-4401 or the Mitchell FASTLANE support site: www.mitchell.com/support. Both methods will access the local Terracor resources and allow us to better manage the workload.

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

Sincerely,

Alex Sun
President & CEO
Mitchell International

Dan Guimond
President & CEO
Manitoba Public Insurance



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