



January 8, 2016

NOTICE TO ALL REPAIRCENTER USERS

Re: Distributed Estimating

Physical Damage (PD) Re-engineering, is a major, multi-year program in which Manitoba Public Insurance is working together with our physical damage partners and using leading industry technology to speed up processes and improve three-way communication between shops, Manitoba Public Insurance and customers.

PD Re-engineering includes a number of projects over the next several years. Most of these projects will contain a pilot phase to ensure the changes are working as intended and to provide time to understand the impacts before processes are finalized.

This summer, we completed the roll-out of RepairCenter to accredited light vehicle repair shops, improving workflow by electronically sharing the estimate and processing estimate supplements. Building on this, we are working collaboratively with the industry to conduct a pilot, called Distributed Estimating (DE), to explore shops assessing initial damage and producing estimates directly for customers on qualifying claims.

The DE pilot began during the summer with a small number of shop volunteers testing the training, support, key performance measures and new required workflows. These shops were selected based on proven experience using RepairCenter; demonstrated investment in training, facilities and equipment; and representation of a variety of sizes, locations, and business models. While many shops expressed an interest in the pilot, participation was limited by Manitoba Public Insurance's capacity to provide proper support and service levels to both pilot and non-pilot shops.

Starting January 11, 2016, customers with qualifying claims will be asked which shop they plan to have perform their repairs. If the customer specifies one of the shops participating in the pilot, the customer will be provided the option of participating in the pilot and going directly to that pilot repair shop for their first estimate, instead of a Service or Claim Centre. A small subset of claims will be eligible for the pilot. Customers who choose to participate will receive a letter from Manitoba Public Insurance confirming their eligibility to participate in the pilot.

Later this year, as the pilot is evaluated, we will publish the requirements to participate in the full DE program. All light vehicle accredited repair shops that meet these eligibility requirements, whether or not they participated in the pilot, will have an opportunity to join the program, which is expected to launch in 2017.

Please click the link below to view Frequently Asked Questions.

<http://mpipartners.ca/documents/DistributedEstimating-FAQs.pdf>

If you have questions about the DE pilot project initiative, please contact Estimating Services at 1-855-882-4313, option 6.