



June 24, 2013

## NOTICE TO ALL REGISTERED ACCOUNT HOLDERS

To our valued business partners,

Re: Estimating Requests Email Inbox ([estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca))

As you know, the [estrequests@mpi.mb.ca](mailto:estrequests@mpi.mb.ca) mailbox was setup to provide you with one consistent email address to manage your requests for Fax Cover Sheets, information on payment status, and Amendment Photo submissions. We have now added the capability to respond to requests for status updates on ***amendments that are older than 24 hours***.

To ensure that your email requests are routed to the proper staff as quickly as possible, please take care to use the following formatting when sending an email. If the following formatting is not used, it will take longer to process your requests.

- **\*\*NEW\*\*** If requesting information on an Amendment ***submitted more than 24 hours ago***, please use the subject line "**Amendment Info – Claim # XXXXXXX**" **in the subject line**
- If sending photos related to an Estimate Amendment Request, please use "**Amendment Request – Claim # XXXXXXX**" **in the subject line**
- If requesting a new Fax Cover Sheet, please use "**Fax Cover Sheet Request – Claim # XXXXXXX**" **in the subject line**
- If requesting information on a Final Repair Account ***submitted more than 30 days ago***, please use "**FRA Payment Info – Claim # XXXXXXX**" **in the subject line**
- To update your shop's contact information, please contact [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca)

\*Please note the above process does not apply to Commercial Vehicle Estimates. The Commercial Vehicle Estimate process has not changed.

Sincerely,

Najam us Sahar  
Executive Director, Service Centre Operations