



Notice to all Direct Repair Shops

## 99 Suffix Process

**Date published:** March 11, 2020

Effective April 1, 2020, the 99 suffix estimate available to Direct Repair (DR) shops will only be utilized for eligible DR claims. For claims with an initial MPI estimate, DR shops will download and supplement the 01 suffix estimate.

By supplementing initial MPI estimates, DR shops will be able to work off an estimate where MPI has validated the loss and primary damage. This will save time and reduce customer requests regarding old damage and allowances, which are discussed with customers at MPI.

Any shop that requests a 99 suffix assignment for a non-DR eligible claim after April 1, 2020 will be instructed to supplement MPI's 01 suffix estimate. Assignments pulled with estimates written prior to April 1, 2020 will be accepted until shops can transition through in-progress estimates. Customers who attend a shop in error with a non-DR eligible claim should be directed to contact their adjuster to obtain an MPI written estimate.

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