

Notice to all Direct Repair Shops

Using Customer Photos during Increased COVID Restrictions

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Manitoba Public Insurance reminds shops of additional options to increase social distancing while remaining compliant with Program requirements during increased COVID restrictions.

As a pilot, Direct Repair shops may choose to use photos submitted by customers on DR eligible claims to assist with appointment scheduling and repair planning before the estimate appointment.

Shops are still expected to follow the [Direct Repair Claim Procedure \(end to end\)](#) regarding customer interaction, involvement, review and required shop images.

MPI will evaluate the ongoing use of this process during this pilot to determine its effectiveness.

Other options to support the industry regarding customer signing of documents can be found in [Supporting Social Distancing](#), while [Photo-Based Estimating Pilot Expansion](#) provides details other options available to customers

Available Options

	DR eligible claim	PBE Eligible claim	SC estimate claim
DR Shop	<p>Shop wants to start DR estimate repair planning via images.</p> <ol style="list-style-type: none"> 1. Customer can email images to the shop. 2. Some shops receive images through their own online software. 3. Only use to assist with scheduling and repair planning. 4. Shop must upload images and estimates in line with DR Process and Estimating Standards. 	<p>Steps:</p> <p>Customer provides photos via PBE process.</p> <p>MPI estimate completed.</p> <p>Shop accesses PBE photos and estimate.</p>	<p>Steps:</p> <p>Customer has MPI Service Centre estimate.</p> <p>Shop accesses photos and estimate.</p>
CE Shop	<p>If the customer has a DR claim but wants a CE Shop to repair it. No change.</p> <ol style="list-style-type: none"> 1. Customer contacts MPI for a Service Centre estimate or PBE estimate. 2. Customer attends a DR shop for estimate only and return for repair. 		

If you have any questions, please contact your SRA (sra@mpi.mb.ca).