



July 18, 2018

NOTICE TO ALL DIRECT REPAIR SHOPS

Re: Changes to Direct Repair

MPI is making changes to its Direct Repair Program. The changes are due to feedback from Direct Repair shop customers, as well as MPI realizing how these restricted claim types impacted the customer experience. After monitoring completed Direct Repair Plus claims over the past 12 months, MPI feels these new claim types can be transitioned to Direct Repair.

MPI will be merging Direct Repair Plus with Direct Repair on July 18, 2018. Direct Repair Plus will be discontinued as a program. These changes will allow customers more options in selecting their shop to estimate their vehicle for claim types, including wildlife collision, vehicles with additional registration types, and out-of-province claims.

Support materials will be available on the MPI Partners site under [Light Vehicles and Others > Direct Repair](#) to support estimating these new claim types in the form of a video and a checklist required to assist with wildlife claims. Additional support will be provided by your Shop Relationship Advisor (SRA) via in-person or online webinars covering the requirements, materials, and claim examples experienced by DR Plus shops.

If you have any questions about this notice, please contact your SRA.