



July 27, 2018

NOTICE TO ALL REPAIRCENTER USERS

Re: Direct Repair Minimum Claim Count Criteria

Since the implementation of the Direct Repair program in March, 2017, MPI has been closely monitoring program performance and developing strategies to address issues as they are identified. Some of the changes made since implementation include:

- Revisions to the Alternative Parts Usage performance measure to factor in vehicle makes
- Improvements to Contact Centre scripting
- The amalgamation of the Direct Repair and Direct Repair Plus programs

Based on this continuous monitoring and improvement, effective September 1, 2018, MPI will be removing the minimum claim volume criteria to enter into the Direct Repair program for all light vehicle accredited repair shops. In the spirit of fairness and equal pay for performance, the current \$81 Direct Repair premium will be in effect until February 28, 2019 for all DR participants, regardless of size, even though it is neither contractually required by MPI, nor budgeted for this year.

However, it has been determined that the efficiencies gained from the Direct Repair program do not justify the \$81 premium for all repairs completed by DR Shops, and this payment is not an industry standard practice. As such, this premium will not be paid starting March 1, 2019. After March 1, 2019, the premium will be revised to align with industry-standard practices.

MPI is currently in negotiations with the repair community in Manitoba to help create the new overall compensation program for MPI repair work beyond March 1, 2019. This program will set fair levels compared to the Canadian average. As with all new or revised contracts, MPI is applying strong fiscal prudence to ensure Manitobans are paying acceptable rates relative to other parts of Canada.

Additional information about the Direct Repair program and application are available on the MPI Partners site under [Policies & Procedures > Direct Repair](#). We encourage all eligible shops to apply for the Direct Repair program effective September 1, 2018. Please note that if your intent to join the DR Program is for the \$81 premium, this premium will be adjusted effective March 1, 2019.

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