



Notice to all Accredited Glass Shops

Glass Only Claim Reminders

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MPI continues to find ways to further streamline claim administration processes through ongoing collaboration with the repair trade and its associations. Please see the following updates and reminders that apply to glass only claims.

- The job aid [process for contacting the glass audit unit](#) has been updated with templates for when submitting non-urgent issues that will not delay repairs for the customer via email or notes in MCG.
 - Repair shops are encouraged to copy and paste the templates into their emails or in MCG notes followed by providing the requested information to ensure a faster resolution time.
- Repair shops do not need an authorization number for part requests, just an email from GAU stating that “okay to proceed” will be sufficient.
- Due to the Personal Information Protection Act (PIPA), MPI is unable to provide claimant personal information, such as phone numbers, to the repair shops. Safely store this information when provided to you by the customer. If lost, contact the Glass Audit Unit who will contact the customer to connect with the repair shop.
- Customers must provide the repair shop with the police report number for **all** [vandalism claims](#), not just claims where the deductible are reduced. Customers may not have a Police Report on hand when opening a claim with MPI. Police Reports are required for repair facilities to be paid and subject to audit.
- NAGs pricing updates occur every year in January, May and September.

If you have any questions regarding this notice, please contact the [Glass Audit Unit](#).