



Notice to All Accredited Repair Shops

Hail Estimating at MPI's Physical Damage Centre

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In response to the high volume of open hail claims in Winnipeg from last year and over this past weekend, MPI is temporarily opening a dedicated hail estimating centre at its Physical Damage Centre (PDC).

Centralizing hail estimates at PDC will enable customers to have their vehicles estimated sooner. New hail estimate appointments will be available Monday to Friday from 8:30 a.m. to 4:30 p.m. at PDC until the hail estimating backlog is addressed.

As MPI continues to have availability for appointments in rural locations, this will only affect customers in Winnipeg.

On May 22, 2024, MPI will start contacting affected customers to schedule appointments. To ensure that customers who have been waiting the longest have the first opportunity to book the earliest available appointment, customers will be contacted in order of the date the claim was reported.

Repair Facility Action

Hail estimating at PDC will follow MPI's regular estimating process. Accredited repair shops and authorized PDR facilities that are participating in the ongoing MCE pilot, will be able to access the MPI estimate in Mitchell Connect.

As communicated earlier this year, MPI no longer accepts initial hail estimates written by repair shops.

Customer Scheduling Appointment Information

Impacted hail claim customers in Winnipeg will be emailed/texted to schedule their appointment through MS Bookings, an online appointment scheduling tool. Once customers have scheduled their appointment, they will receive a confirmation email. Forty-eight (48) hours prior to the appointment, customers will also receive a reminder email about their appointment from MS Bookings.

The following table outlines how customers are being impacted depending on if and when they registered a hail claim:

Hail Claim Scenario	Customer Impact
Customer has an existing hail estimate appointment at a Winnipeg service centre	Customer keeps their existing appointment. If they wish to obtain an earlier appointment at PDC, they can send an email to hailestimates@mpi.mb.ca . They will receive an email/text message within two weeks to reschedule using MSBookings.
Customer opened a claim but does not have a hail appointment scheduled	Customer will receive an email/text message to schedule an appointment through MS Bookings. Customers will be contacted in order of the date that the claim was reported.
Customer has yet to open a hail claim	Customer is encouraged to fill out MPI's online claim form or phone the Contact Centre to begin the process. Once the claim is submitted, they will receive an email/text within two weeks to schedule an appointment through MS Bookings.
Customer may have a hail estimating appointment with a repair shop	Customer will receive an email/text message to schedule an appointment through MS Bookings as MPI no longer accepts initial hail estimates written by repair shops. If a customer is unsure if an estimate was completed by a repair shop, direct them to email hailestimates@mpi.mb.ca to confirm the status of the claim.

If customers have questions or concerns about the hail estimate scheduling process in MS Bookings, they can contact hailestimates@mpi.mb.ca.

Temporary MS Bookings Process

The process to book appointments at the dedicated hail estimating centre at PDC through MS Bookings is temporary and **reserved for hail estimate appointments only**. All other appointments must be scheduled using existing processes.

Once the hail estimating backlog is addressed, the original process of scheduling appointments through the Contact Centre at Winnipeg service centres will resume.