



Notice to all RAN Holders

Max Repair Costs to be Shared on Potential Total Losses

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MPI continues to find ways to streamline processes in claim administration through ongoing conversations with internal stakeholders, the repair industry, Automotive Trades Association of Manitoba (ATA), and Manitoba Motor Dealers Association (MMDA).

Effective January 23, 2023, adjusters that have confirmed max repair threshold values are to document those values and their contact information in a public journal note in WorkCenter. For repair facilities who don't utilize Mitchell Connect, the adjuster will share that information when contacted.

Recent feedback was given regarding delays resulting from MPI not sharing max repair costs with repair facilities at the start of the "final cost of repair process". This was causing additional efforts for repair facilities and MPI by having to review / modify multiple estimates to reduce costs resulting in additional phone calls and estimate reviews for MPI.

Repair facilities on Mitchell Connect, upon accepting a claim, can reference journal notes for the max repair threshold values. Repair facilities are asked to give MPI five (5) days from the estimate date prior to calling the assigned adjusting team and if notes are not visible, repair facilities can contact the assigned adjuster. Repair facilities not utilizing Mitchell Connect can contact the assigned adjuster for the max repair cost.

Repair facilities are to keep the customer informed of any increases to estimate costs, especially when a claim has been deemed a marginal repair exceeding the 70% threshold. Customers can be directed to contact their adjuster if they have any questions regarding next steps if their vehicle becomes marginal or a total loss.

Repair facilities questions regarding this process can email SRA@mpi.mb.ca or Partners@mpi.mb.ca,