

Notice to all Light Vehicle Accredited Repair Shops

Photo-Based Estimating Pilot Expanded

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As previously communicated, MPI implemented a [Photo-Based Estimating pilot](#) on September 28, 2020. The pilot expands province-wide on November 2, 2020, to coincide with some service centres becoming COVID-19 testing sites.

This option will be offered to customers with collision claims who do not choose Direct Repair. Photo-Based Estimating will only be available for Collision claims and not applicable to the following claim types:

- Hit & Run
- Vandalism
- Hail
- Total theft / partial theft / attempted theft
- Fire damage
- Water Damage

The following vehicle types are eligible:

- Light Vehicles
- Motorcycles
- Off-road vehicles
- RVs

Non-driveable vehicle types **in Winnipeg or within its towing radius** are **not** eligible. Once the vehicle is received at the Physical Damage Centre, the estimator will document the damage as per normal procedures.

For vehicles in towing or storage facilities (excluding the Physical Damage Centre), customers have the option to visit these facilities to take photos of their damaged vehicle to submit to MPI. MPI will not ask towing or storage facilities to take photos.

When a customer's vehicle is already at a repair facility, the repair facility can submit the photos. This process remains in place. There will not be any changes to repair facilities' current estimating processes. Repair facilities can access completed MPI estimates in the same manner as they do today.

How the process works:

1. The customer receives a link with guided instructions on what photos to take.
2. The customer takes the photos and uploads the images.
3. The MPI estimator proceeds with the estimating process.

If you have any questions about Photo-Based Estimating, please contact your SRA (sra@mpi.mb.ca).