

Notice to all Registered Account Number Holders

# Photo-Based Estimating Pilot

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MPI will be implementing a Photo-Based Estimating project beginning on Monday, September 28, 2020, for a 90-day pilot.

Photo-Based Estimating will be another customer service delivery option to expedite the estimating process.

The pilot will be available for MPI customers in the Brandon and Steinbach geographical areas.

Eligible criteria:

- All perils
- Hit and run
- Vandalism
- Light vehicles
- Motorcycles
- Off-road vehicles
- RVs

Not eligible:

- Total theft
- Hail damage

How the process works:

1. The customer will receive a link with guided instructions on what photos to take.
2. The customer takes the photos and sends them to MPI.

3. The MPI estimator will proceed with the estimating process.

There may be situations when a customer's vehicle is already at a repair facility and the repair facility can send the photos. This process will remain 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.

For vehicles in towing or storage facilities in the Brandon or Steinbach geographical areas, customers will have the option to visit these facilities to take photos of their damaged vehicle to send to MPI. MPI will not ask towing or storage facilities to take photos during this pilot.