

Notice to All Accredited Repair Shops

# Estimating Standards – Remediation Process Update

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MPI is pleased to announce that, starting May 1, 2023, remediation claims will be processed via Mitchell Connect and Mitchell Cloud Estimating for approved remediation shops. This change means remediation claims will now be handled like accredited collision shop claims, including electronic estimating, supplementation, reviews, documentation, and payments.

**Note: This change will apply to remediation claims only. The included shops that have other lines of business, such as collision or hail must still process those claims through the current [Virtual Claims File process](#).**

A new suffix (21) will be used for remediation claims. This new suffix is only accessible to approved remediation shops. The separation, in conjunction with the new Split Estimate standard, will ensure there is no impact to accredited repair shop data or shop measures.

Five related estimating standards on [MPI Partners](#) were updated to provide additional details related to these changes:

## New Standards

- [Split Estimates](#)
  - Describes how to split an estimate and when it is permitted
- [Rodent Damage – Light Vehicle](#)
  - Procedures and allowances for light vehicle rodent damage estimating
- [Rodent Damage – Commercial & RV](#)
  - Procedures and allowances for commercial & RV rodent damage estimating

## Updated Standards

- [Peril Validation & Special Procedures](#) – Rodent infestation details removed and added to the Rodent Damage standards
- [Labour Rates – RV, ORV, & Motorcycles](#) – Added reference link to new rodent standards

The updated standards are identified with: **\*draft for 30 days**

Please review each standard for more details and refer to the **Revision History** section for a summary of the updates.

If you have any questions or feedback, you can submit it to MPI at [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca)