

Notice to all Accredited Glass Shops

Glass-Only Claim Updates

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In consultation with the Glass Committee, ATA, and MMDA, MPI is making the following updates to improve process and shop support:

SRE

After registering a glass-only claim for an SRE customer, best practice is to contact GAU by email at your earliest convenience at gau@mpi.mb.ca using subject line SRE Policy on Claim (enter claim number). In your email, provide the claim number and SRE policy number. Requesting confirmation of coverage too late in the process may result in not receiving the SRE confirmation prior to customer vehicle pick up which can cause additional contact with customers. MPI internal processes have been adjusted to expedite the SRE confirmation response times.

This process is also documented in [Repair Shop – Mitchell Cloud Glass Procedures](#) Section 3.5.

Windshield Repair Job Aid

A job aid has been created to support shop owners and their staff with a quick reference to windshield repairs. To view the job aid please see the link within the [Windshield Repair standard](#).

Mitchell Cloud Glass Global Parts list

The Global Parts list in Mitchell Cloud Glass will be updated with new category names and updated descriptions to improve searching for users.

If you have any questions about this notice, please contact the Claims Audit Unit.