



Notice to All Accredited Repair Shops

AutocheX Surveys Transition from Phone to Email

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Effective January 3, 2024, AutocheX customer experience surveys for physical damage claims will transition from telephone-based surveys to email/online-based surveys.

This change is intended to address customer concerns with the AutocheX phone survey process and improve the overall customer experience.

MPI Partners policies and procedures will be updated to reflect the change to AutocheX during the month of January.

If you have any questions, please contact your Shop Relationship Advisor at SRA@mpi.mb.ca.