

Notice to all eGlass Users

# Incorrect Deductible in eGlassClaim Resolved

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MPI has resolved the issue in eGlassClaim where \$100, \$200, and \$300 deductibles may have been displaying incorrectly for any new claims opened as of May 7, 2021. Claims opened prior will need to be validated following the steps below. As communicated on March 29<sup>th</sup> [Modernizing Basic Autopac Products](#) NTT, several new options were given to customers regarding new insurance products. Though the issue has been corrected it is best practice for glass shops to verify each customer's deductible and follow the steps of opening a claim prior to completing repairs.

To verify the deductibles:

1. Ask the customer for a copy of their registration.
2. On their registration, review the **Issue Date** and the **All Perils Limits** (deductible).
  - If the issue date is **before April 1, 2021** and:
    - The customer has a **\$100, \$200, or \$300 deductible**, the customer has a \$0 deductible for chip repairs. For glass replacement, the deductible will apply.
    - The customer has a \$500 deductible, the deductible will apply for chip repairs and replacements
  - If the issue date is **on or after April 1, 2021** and:
    - The customer has a \$200 deductible, contact MPI to confirm if the deductible applies.
    - The customer has a \$750, \$500, or \$300 deductible, the deductible will apply for chip repairs and replacements.



If you have any questions or concerns, please contact [GAU@mpi.mb.ca](mailto:GAU@mpi.mb.ca), or contact GAU through the Repair Shop Support line