



November 7, 2014

## NOTICE TO ALL REGISTERED ACCOUNT HOLDERS

### **Re: Links to Mitchell Training and Reference Material for RepairCenter**

To: Repair shop owners and managers

Collaborative Estimating is the first project within a broader Physical Damage (PD) Re-engineering program – a major, multi-year initiative to improve the customer service experience for physical damage claims processing. Collaborative Estimating brings repair shops and Manitoba Public Insurance onto a common technology platform.

When a shop first transitions to Collaborative Estimating, Mitchell sends out links to RepairCenter training and reference material by email. To help make this material easy to access, Manitoba Public Insurance has added a new “[RepairCenter](#)” section under the “Policies and Procedures” tab on the MPI Partners site that lists all these links.

Shops already using Collaborative Estimating can refer back to this page when they have questions about RepairCenter or the Collaborative Estimating process. Shops not using Collaborative Estimating do not need to review this material until they start using Collaborative Estimating.

If you have any questions about this notice, please contact our Estimating Coordinators:

- Bill Crocker at (204) 985-8770 extension -7960 - [bcrocker@mpi.mb.ca](mailto:bcrocker@mpi.mb.ca);
- Robert Ferreira at (204) 795-0566 - [rferreira@mpi.mb.ca](mailto:rferreira@mpi.mb.ca)
- Jim Backstrom at (204) 985-8770 extension 7397 - [jbackstrom@mpi.mb.ca](mailto:jbackstrom@mpi.mb.ca).

Sincerely,

Marnie Kacher  
Director, Service Operations Control & Compliance  
Manitoba Public Insurance Corporation