



## Notice to All Accredited Repair Shops

# MPI Service Restoration Update

Date published: November 2, 2023

An agreement has been reached to end the MPI labour interruption (LI).

MPI, with the continued support of our valued partners, is now working to fully restore services.

## MPI Location Reopening and Support

As you are aware, during the labour interruption (LI), MPI locations were closed to the public. All MPI Service Centres, Claim Centres, and the Physical Damage Centre (PDC) will reopen at 1:00 p.m. on Day 1, the first day after the LI ends, and will remain open until 4:30 p.m.

For the first week back, MPI locations will be open as follows:

- Winnipeg locations - Monday to Friday from 9:00 a.m. to 4:30 p.m.
- Rural locations - Monday to Friday from 8:30 a.m. to 4:30 p.m.
- PDC - Monday to Friday from 8:30 a.m. to 4:30 p.m.

MPI phone support for repair shops will fully reopen on Day 2, the second day back after the LI. Refer to the [Repair Shop Support](#) job aid for contact information.

MPI will return to normal hours of operations by the second week back.

## Partner Support

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MPI anticipates that there may be delays on the first few days back after the LI, as our returning employees are re-integrated and focus on restoring all services as quickly as possible.

Please watch for additional communications as service restoration increases.

## Customer Support

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As some services were cancelled, discontinued, or limited during the LI, there may be delays for certain services as MPI prioritizes customers with cancelled appointments.



Encourage customers to visit the [MPI website](#) for up-to-date information about service availability.

**Note:** Customers will continue to have the option to open new claims by filling out MPI's [online claim reporting form](#).

## Labour Interruption Temporary Process Updates

To minimize the impacts of the LI to our valued business partners, MPI introduced several temporary processes. Please review the notes below to learn how MPI service restoration plans will affect these temporary processes and the return to normal operations.

- Effective immediately, eligible perils for direct repair will return to pre-LI processes. The [temporary physical damage claims process](#) is discontinued with the following exceptions:
  - Any estimating appointments already booked by shops under the temporary expanded perils process may continue for the next 30 days. No new appointments may be booked.
  - The temporary [Earned Approved Limit \(EAL\) increases](#) will remain in place with plans to review soon.
- The [temporary hail estimating](#) scanning process ended in late October. For customers who attended PDC for a hail scan estimate, continue to email [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca) if the scan report is not yet available in Mitchell Estimating.
- During the LI, MPI estimating appointments were cancelled. New appointments will remain unavailable to prioritize customers whose appointments were cancelled and customers who reported claims during the LI. MPI will contact all impacted customers, including those with hail claims, to offer them an estimating appointment.

If you have further questions, please email [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca)

Thank you for your continued support, patience, and understanding.