



Notice to All Accredited Repair Shops

MPI Service Restoration Update

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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 glass claims 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

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

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

As you know, the processes that were introduced or changed during the labour interruption (LI) were communicated as temporary. Review the notes below to learn how the service restoration plans affect these temporary processes and the return to normal operations.

- Emails to the Glass Audit Unit (GAU) at GAU@mpi.m.b.ca will continue to be prioritized to ensure that claims move forward, repairs can be completed, and potential payment delays are minimized.
- Effective immediately, the GAU will return to processing all requests for modifying glass invoices. The [temporary process](#) of only adding unpublished windshields and tempered glass to MCG is discontinued.
- For claims that required SRE confirmation during the LI, continue to direct customers to follow-up with MPI to confirm SRE coverage and reimbursement.

If you have further questions, please contact the Glass Audit Unit at GAU@mpi.mb.ca.

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