

Notice to All Accredited Glass Shops

# Opening Claims in Mitchell Cloud Glass

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MPI continues to find ways to further streamline claim administration processes through ongoing collaboration with the repair trade and its associations.

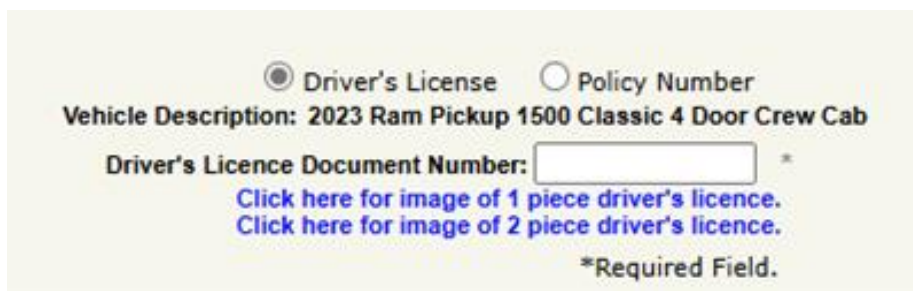
Effective February 11, 2025:

- Glass claims will now be able to be opened using either a policy number or driver's licence document number in Mitchell Cloud Glass (MCG)
- Claims where the VIN would not previously decode will be able to be processed in MCG once created by MPI

This change is being made to ensure that customers that do not have the driver's licence number associated with the policy holder can open a claim using the policy number while at a repair shop. This will help prevent claims from being routed to the MPI call centre to be opened.

The below images illustrate how this option will display in MCG.

- Driver's licence document number



Driver's License     Policy Number  
Vehicle Description: 2023 Ram Pickup 1500 Classic 4 Door Crew Cab  
Driver's Licence Document Number:  \*  
[Click here for image of 1 piece driver's licence.](#)  
[Click here for image of 2 piece driver's licence.](#)  
\*Required Field.



- Policy number

Driver's License     Policy Number  
Vehicle Description: 2023 Ram Pickup 1500 Classic 4 Door Crew Cab  
Policy Number:  \*  
\*Required Field.

Previously claims with vehicles whose VIN would not decode in MCG were a manual glass claim which resulted in the repair facility handwriting the invoice, emailing the invoice and supporting documentation and a longer wait time for payment. Going forward these claims will now be opened by MPI and sent to the repair facility in MCG. Shops will need to email [gau@mpi.mb.ca](mailto:gau@mpi.mb.ca) to have any applicable lines added to the claim but shops can attach required documents, send notes in MCG and then submit for payment once the repairs have been completed.

MPI will continue to make improvements to reduce manual glass claims which results in a reduction of administrative efforts for shops.

If you have any questions regarding this notice, please contact the [Glass Audit Unit](#).