

Notice to All Accredited Repair Shops

MPI Labour Interruption- Temporary Hail Estimate Appointments

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In response to the high volume of recent hail claims, MPI has implemented contingency measures for Winnipeg and the surrounding area. Effective September 11, MPI will open the Physical Damage Centre (PDC), Building A garage for hail estimating appointments.

MPI has partnered with an outside company to provide scanning of hail damage vehicles to determine dent counts and the extent of damage. This scan takes less than five minutes and provides the information the body shop will use for the repairs.

Customer Appointment Information

MPI will initially contact customers who had previous hail estimating appointments at Winnipeg locations cancelled on or after August 28, 2023 to rebook. Following this, new claims that have been reported to MPI will be scheduled for an estimate.

Customers who have begun the hail estimating process at a repair shop can continue to work directly with their shop to have their vehicle repaired.

Customers who have yet to open a hail claim are encouraged to fill out MPI's [new online claim form](#) to begin the process. Those who have already submitted their hail claim through the new online tool will be contacted by MPI to book an appointment soon.

Repair Facility Action

At the end of the hail estimate appointment, customers will be provided with an Appointment Summary – Hail form and directed to contact the repair facility of their choice. MPI will upload the hail damage scan report to Mitchell Estimating.

When the customer contacts the shop, the shop can check Mitchell Estimating to access the vehicle damage scan report.

- If the scan report is available, proceed with repairs.
- If the scan report is not available yet, email partners@mpi.mb.ca to request that the report be uploaded.