



Notice to All Accredited Repair Shops

MPI Labour Interruption- Temporary Hail Estimate Appointments (Update)

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We recognize that the ongoing MPI labour interruption impacts our valued partners. Thank you for your continued support and partnership during this time. With strike action continuing, MPI is sharing the following clarifications regarding the temporary hail estimating process that was shared via [NTT on September 6, 2023](#).

Hail Estimating

Customer Appointment Information

The first round of invitations for hail estimates at MPI's Physical Damage Centre was sent to customers who previously had their appointment cancelled at one of MPI's service centres in Winnipeg.

The second round of invitations is being sent to customers who made a claim online using our new [Customer Claim Submission Form](#). These customers are being contacted via email in the order their claim was reported.

- MPI is fully booked up to and including September 16, 2023.
- MPI is currently booking for the week of September 18, 2023.

If a customer had an MPI estimating appointment cancelled and has not received an email invitation to reschedule, MPI will be contacting them by phone because:

- They may not have provided us with an email address.
- They may have multiple claims associated with the same email address.
- They may have a claim for a vehicle that we cannot accommodate at this time (for example, the vehicle is not a passenger vehicle or a truck larger than 1/2 ton).

Customers who have already submitted their hail claim through the new online tool will be contacted by MPI to book an appointment.

Alternatively, customers can also contact an accredited repair shop or authorized PDR facility of their choice for an initial estimate.

MPI is currently limiting this estimating option to customers who had appointments booked at Winnipeg locations or reside in the Winnipeg area. MPI will continue to look for opportunities to expand services.

Accredited Repair Facilities and authorized PDR facilities will continue to have the option of completing an initial hail estimate on claims reported to MPI.

Repair Facility Action

Customers who have started the hail estimating process at an accredited repair shop or authorized PDR facility can continue to work directly with the shop or facility of their choice to have their vehicle repaired. Please remember to follow the [applicable estimating standard for hail](#).

Customers who have yet to open a hail claim are encouraged to fill out MPI's our new [Customer Claim Submission Form](#) online to begin the process.

Process for customers who have attended MPI's Physical Damage Centre for a hail estimate:

1. Customers are encouraged to choose an accredited repair shop or authorized PDR facility using the '[repair shop locator tool](#)' on the MPI website.
2. Once an accredited repair shop or authorized PDR facility confirms their availability to accept the customer's claim, they can contact MPI for the results of the hail scan.
3. MPI will enter a journal note in Mitchell Connect to provide the hail scan results for accredited repair shops or authorized PDR facilities. The note includes the following:
 - An accurate dent count using the MPI hail calculator allowances.
 - The material type (AL indicates aluminum) and access time.
 - The number of oversized dents.
 - Oversized dents are indicated by the + symbol followed by a number. For example:
 - Left Roof Rail 31-50 +6 \$700.00
 - This means that there are 31 - 50 dents plus six oversized dents.
 - An indication whether a panel requires conventional repair.
 - Conventional repair is indicated by the letters 'CR' after the dent counts. For example:
 - Hood 151-200 +35 CR \$0.00
 - This means that there are 151 - 200 dents plus 35 oversized dents that may need conventional repair.
 - The panel may have paint damage or deformation requiring conventional repair or a replacement.

- There will not be a dollar value associated with that line.
 - The accredited shop or authorized PDR facility will need to create/amend the estimate based on the most cost-effective repair.
- 4. MPI will notify the requesting shop that the information from the hail scan has been added in journal notes under suffix 99.
- 5. The accredited repair shop can pull the suffix 99 and complete the estimate.

Process for customers who contact an accredited repair shop or authorized PDR facility directly for a hail estimate:

- If the customer has reported their damage to MPI and obtained a claim number, the repair shop/ or PDR facility can proceed with writing an estimate.
- If the cost of repairs is below the temporarily increased earned approval limit of an accredited repair shop, the shop can also proceed with repairs.
- Please refer to the [NTT from August 30](#) for further details about the current 'Temporary Physical Damage Claims Process'.

As the impacts from the labour disruption may continue to change from day to day, please watch for additional communications to provide current information when assisting customers. The processes outlined above are temporary and therefore subject to change as the situation evolves.

If you have any questions about this notice, please contact partners@mpi.mb.ca