

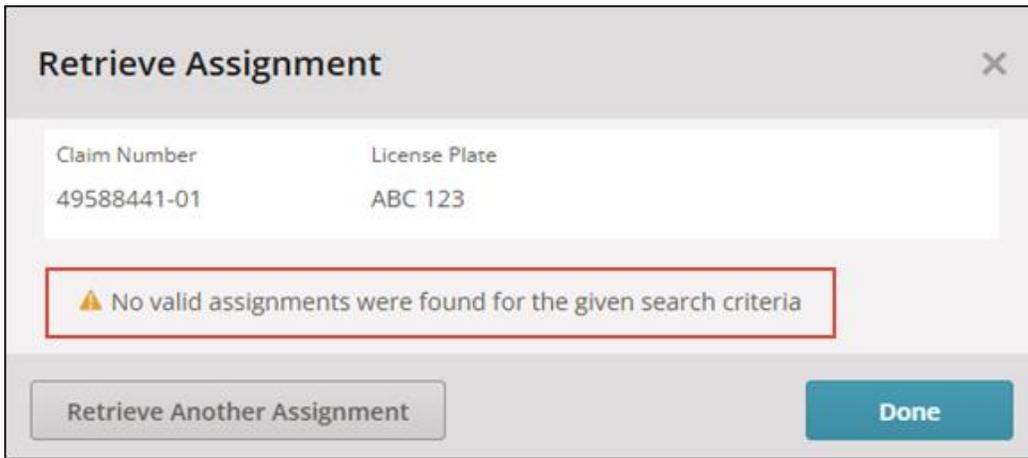
## Mitchell Records Retention Policy– Purged Claim Procedures

### Background

Claims with no activity for seven years are purged (deleted) from Mitchell's database. This includes the estimate, attachments, and all vehicle photos. If needed, MPI can restore an original unused suffix (01 or 99) and retrieve the estimate data from the CARS database, but the photos cannot be restored.

### Request to Restore Purged Claim Information

The following message displays when a repair shop attempts to retrieve a purged claim in Mitchell Connect:



**Retrieve Assignment** [X]

Claim Number	License Plate
49588441-01	ABC 123

⚠ No valid assignments were found for the given search criteria

Retrieve Another Assignment Done

Follow the steps below to request to restore purged claim information.

1. Ensure the claim and plate number were entered correctly in Connect.
2. Contact Mitchell Technical Assistance Centre (TAC) at 1-800-448-4401, notifying that the above message has displayed, and you are unable to retrieve the claim.
  - TAC will submit a request to MPI to restore the original suffix and estimate.
  - If the claim is eligible to be restored, TAC will upload a PDF version of the original estimate to the claim and advise you which suffix will be used for the new estimate (99 / 01).
    - Suffix 99 – Access the claim through Connect following normal procedures.
    - Suffix 01 – MPI will assign claim to you directly, it will be available in your Connect job list.

**Note** - In some cases, the claim may not be eligible to restore (For example, a repair or total loss payment is already on file). When this happens, TAC will direct you to contact the Service Centre for options.

3. Review the PDF of the original estimate and write a new estimate on the suffix that TAC has provided.
4. Upload new photos of the vehicle damage.