

Undertaking # 15

Please provide the average turnaround under the old system, and now forecast under PDR.

RESPONSE:

In the confidential distributed estimating presentation to PUB May 2016, there were two slides within the deck that described the old and new process for “accident and return of vehicle” and the expected timelines for it. The biggest customer impact from distributed estimating was the ability for clients to skip the step which requires them to book and visit an MPI service center to complete the first estimate. This has proven to be highly valued by our clients from customer research of the pilot phase. The cycle time attributed to the MPI estimate from the May 2016 presentation was 3-10 days which includes the availability of the MPI estimator and of course the client’s own scheduling issues to arrive at an appropriate date. Once the repair shop has the vehicle, there may be further reductions in cycle time to process the repair which could include parts ordering, however we need to measure this over time and regardless, the avoidance of visiting MPI estimators is the key impact for our clients.



Accident to Return-of-Vehicle

	Customer Action	MPI or Partner Action
Step 1	Incident - They had an 'accident'	N/A
	Call Contact Centre: First Notice of Loss	Collect Loss Details & Book Required Appointments
<i>3 to 10 Days later</i>		
Step 2	Obtain First Estimate of damages:	Prepare 20 min <u>Repairable</u> Estimate
	Adjusting and/or Inspection Appointment - Visit Local MPI Service Center.	Adjudicate Claim (if required)
<i>15 to 30 days later</i>		
Step 3a	Repair Appointment – Provide vehicle & contact info. • Leave with Vehicle & Repair Appointment	Confirm scope of repair with customer & against First estimate. Book a Drop Off date & Order parts.
<i>5 to 30 days later</i>		
Step 3b	Start Repair - Day 0, Drop Off Vehicle & Pickup rental if available.	Perform intake, confirm scope of repair, finalize repair plans
	Repair in Process - Kept Informed; no direct involvement while vehicle is being repaired	Identify additional damages; hidden or structural. Prepare Supplements
	Complete Repair - Day 10 Pick Up vehicle & Settle account (deductions or other fees)	Submit Invoice; MPI pays net 30 days.

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Impact of DE: Accident to Return-of-Vehicle

	Customer Action	MPI or Partner Action
Step 1	Incident - They had an ‘accident’	N/A
	Call Contact Centre: First Notice of Loss	Collect Loss Details & Book Required Appointments or Qualified DE Shop
3 to 10 Days later		
Step 2	Obtain First Estimate of damages: Adjusting and/or Inspection Appointment - Visit Local MPI Service Center.	Prepare 20 min <u>Repairable</u> Estimate Can skip & go direct to shop
		Adjudicate Claim (if required)
15 to 30 days later		
Step 3a	Repair Appt – Provide vehicle & contact info. • Leave with Vehicle & Repair Appointment	Prepare DE Version of First Estimate, can be comprehensive. Book a Drop Off date & Order parts.
5 to 30 days later		
Step 3b	Start Repair - Day 0, Drop Off Vehicle & Pickup rental if available.	Perform intake, confirm scope of repair, finalize repair plans. Direct Intake if jobs can be inserted ‘now’.
	Repair in Process - Kept Informed; no direct involvement while vehicle repaired	Identify additional damage; hidden or structural. Prepare/Review Supplements
	Pick Up vehicle & Settle account	Submit Invoice; MPI pays net 30 days.

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