



January 7, 2026

Dear Collision Repair Program Participant,

I'm writing to share updates to certain Mitchell compliance rules in Mitchell Cloud Estimating (MCE) and explain how they may impact repair facilities. I also have an update to the [Hit and Run pilot project we announced in fall 2025](#).

UPDATE TO MCE COMPLIANCE RULES

Historically, Mitchell compliance rules have generated warnings to fix errors or add missing information - like utilizing recycled airbags or seat belts or entering an MCE operation that is not authorized in place of the equivalent Template Line operation.

Typically, repair facilities correct flagged issues before submitting an estimate. However, some warnings are ignored, and the estimate is submitted as-is. When this occurs, an ICBC estimator must review and correct the estimate before it can proceed.

Moving forward, the system will continue to provide a compliance warning when you try to submit the estimate, but now will require you to correct the issue before completing the submission process. This change will allow more estimates to go straight through for approval and payment, reducing processing time for everyone.

We've made this change to reduce unnecessary delays in the estimate submission and payment process.

HIT AND RUN PILOT PROJECT EXTENDED

I also want to let you know we're extending the duration of the Hit and Run pilot, until spring 2026, to allow more time to gather insights and ensure we have a comprehensive set of data to evaluate.

There are no changes to the pilot processes — only the timeline is being extended. We'll provide further updates as the work continues.

Thanks for your ongoing participation and support.



QUESTIONS? WE'RE HERE TO HELP

If you have any questions on either the Mitchell compliance rule updates or the Hit and Run pilot project, please reach out to your Account Services representative for support.

Sincerely,

Shane Loiselle

Manager, MD Program Services