



October 12, 2023

Attn: Collision Repair Program participant

RE: Mitchell Intelligent Review update

Hello collision repair partners,

We're writing to provide an update to our July 14, 2023 email, regarding the next phase of the implementation of our Mitchell Intelligent Review (MIR) module.

For the past three months, we've been assessing the information observed from the MIR module. The information observed has validated the module's functionality, and we're now prepared to move forward with the next phase of its implementation.

The MIR module aims to increase the efficiency of vehicle damage estimate reviews for the large volume of estimates submitted by Collision Repair Program participants.

As of October 17, 2023, our estimators will start using this new tool. There will be little impact to your day-to-day operations, however you may hear estimators referencing the MIR module during some of your conversations related to estimate reviews.

We'll continue to keep you informed on the details of further releases and any impact they may have to Collision Repair Program facilities.

If you have any questions, your MD Account Services representative is here to help. Please don't hesitate to reach out.

We value you, our business partners, and your commitment to providing our mutual customers with safe, quality services.

Sincerely,

Deanna Richardson
Director, Claims Operations

Alden Li
Director, Claims Customer and Material Damage Strategy

