Manitoba Public Insurance

July 28, 2014

NOTICE TO ALL REGISTERED ACCOUNT HOLDERS

RE: PROCESS CHANGE – CONTACTING ADJUSTING TEAMS

Manitoba Public Insurance has been closely monitoring our ability to respond to our partners and customers. Effective July 29th, 2014, we're implementing a change to our phone system so we can improve our service to you.

Contact by Phone – Effective July 29, 2014:

To serve you better, we've introduced a new 3-step process.

- Current Process: All shops enter "577" "followed by the "#" (pound) symbol

- **New 3-Step Process:**
  1. **Enter the 3-digit adjuster team extension** -- All shops must enter the 3 digit adjuster team extension found on the partner's website (link below). http://www.mpipartners.ca/documents/Notices%20to%20trade/Misc/TeamAdjustingList.pdf
  2. **Press 1** -- A system prompt will then ask you to "Press 1 for Repair Shops."
  3. **Enter "577#"** -- A second system prompt will then ask for the shop identifier. All shops must then enter "577" followed by the "#" (pound) symbol.

By following the above steps, your call will be prioritized and answered by the next available adjuster.

Contact by Email:

Remember you can continue to e-mail our adjusters with your questions. Please start the Subject Line of your e-mail as follows:

"Subject: r/s – <*Brief Issue Heading*, e.g. Deductible Confirmation> – Claim # XXXXXXX"

If you have any questions, please contact our Estimating Coordinators by phone or email:

- Bill Crocker at (204) 985-8770 extension -7960 - bcrocker@mpi.mb.ca;
- Robert Ferreira at (204) 795-0566 - rferreira@mpi.mb.ca
- Jim Backstrom at (204) 985-8770 extension 7397 - jbackstrom@mpi.mb.ca.

Sincerely,

John Hallonquist
Executive Director, Service Centre Operations