Customer Service Expectations

Details

As a partner and member of Diversified Towing in Winnipeg, your company is a direct representation of Manitoba Public Insurance. As a Crown Insurer, one of our values is to provide exceptional coverage and service by meeting the ever-evolving needs of our customers.

Your interaction with an MPI customer could be the first interaction that individual has had with anyone since their accident. Often customers can be agitated, confused, or injured because of their accident. Our goal is to ensure that customers are treated with respect and are handled appropriately to expedite their claim and ensure that they clearly understand the next steps in the MPI claim process.

Keys to Success

- Empathy & Sympathy
- Set Realistic Expectations
- Provide Critical Instructions

- Clear & Effective Communication
- Deliver Results
- Clearly Identify Next Steps

- Obtain All Necessary Details
- Be Properly Equipped
- Provide a Follow Up Resource

Examples

- When a customer calls, confirm that all the information you require to properly transport their vehicle is obtained. We want to avoid having to contact the customer multiple times to get all the necessary information.
  - o If possible, only contact the customer directly during normal hours. Late night calls to customers could be considered disrespectful.
- Ensure you're dispatching a properly equipped operator to complete the necessary tow. Manitoba Public Insurance will not compensate for situations where a tow vendor shows up on scene with additional equipment which is not required to complete the tow.
  - o One example includes the use of a heavy rotator for a unit which is not considered heavy nor requires the use of a rotator.
- Providing critical instructions and outlining next steps for the customer is critical to successful customer interactions
  - o An example includes instructing them to 'leave your keys in the cupholder of the vehicle' or 'if you have not already opened up your MPI claim, you can call 204-985-7000 to do so'.