



January 30, 2020

Joint Statement from Manitoba Public Insurance (MPI), the Automotive Trades Association (ATA) and Manitoba Dealers Association (MMDA)

Professional communication between Manitoba Public Insurance (MPI), the Automotive Trades Association (ATA) and Manitoba Dealers Association (MMDA) members is critical to properly servicing Manitobans whose vehicles have been damaged in motor vehicle accident. Unfortunately, it has been brought to our attention that there has been an increase in unacceptable conduct between our staff related to the processing of claims. This conduct has taken the form of emails, phone calls and face to face meetings where inappropriate conduct has occurred.

The Light Vehicle Accreditation Agreement ratified last year by MPI and the ATA/MMDA and signed by accredited repair shops specifies expectations:

13.2 Behaviour

The parties shall ensure that Customers and the parties' Representatives are safe and free from abusive and unwelcome behaviour that degrades, demeans, humiliates or embarrasses a person, in their dealings with the parties and their Representatives. Unwelcome behaviour may take many forms, such as verbal behaviour (unwelcome comments, jokes, threats, etc.), unwelcome gestures or physical behaviour.

Disagreements happen but it is how the parties address those disagreements that define the parties and the relationship. MPI, ATA and MMDA encourage staff to bring those disagreements and differing perspectives forward. All parties want to ensure that our customers receive exceptional service, and properly resolving disputes is an element of customers receiving that service. However, abusive behaviour does not achieve that goal and cannot be tolerated.

Going forward complaints of abusive behaviour will be investigated and appropriate discipline will be administered. If you believe that you have been subjected to abusive behaviour, please bring this information forward to your supervisor so that it can be investigated. If individual shops have concerns about MPI's staff, they should discuss the matter with MPI management. Likewise, if MPI staff has concerns about the behaviour of repair shop staff they should bring the matter to MPI management's attention.

Ensuring respectful communication is in all our best interests.

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