



Notice to all RAN Holders

# Changes to MPI Service Center Operating Hours

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Effective April 6, 2026, MPI is changing to new operating hours at service centres, and discontinuing Saturday service at all of its locations across the province.

Starting April 6, MPI's service center hours will be open the following times:

- In Winnipeg:
  - **Gateway, Bison, and Main Street service centres:** Monday to Friday from 7:30 a.m. to 5:30 p.m.
  - **King Edward, Cityplace, and St. Mary's service centres:** Monday to Friday from 9:00 a.m. to 4:30 p.m.
  - **MPI's Physical Damage Centre:** Monday to Friday from 8:30 a.m. to 4:30 p.m.
- Outside of Winnipeg:
  - **All MPI service centres:** Monday to Friday from 9:00 a.m. to 4:30 p.m.
- At all service and claim centre locations across Manitoba:
  - **Adjusting and estimating services:** Monday to Friday from 9:00 a.m. to 5:00 p.m.
    - Estimating hours are not changing. Adjusting hours will now be aligned with Estimating days and hours, which have been in place since 2021.
    - Service levels for responding to supplements and providing marginal repair determinations will not be impacted by this change.

After examining customer data, MPI saw that Saturdays continue to be the least popular day for customers to visit an MPI service centre, and only two percent of all calls to adjusters happen on Saturday.

Customers can continue to access MPI services outside of service centre operating hours through the Contact Centre, which will remain open on Saturdays.