MANITOBA PUBLIC INSURANCE

Notice to all Accredited Repair Shops

End-to-End Adjusting Strategy and Changes to Contacting Adjusters

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We're excited to share an important update on the future of claims adjusting at MPI that is designed to modernize how we serve Manitobans.

Over the last year, MPI has been developing an **End-to-End Adjusting Strategy** that will transform how adjusting services are delivered across the province. The strategy is focused on reducing complexity, improving turnaround times, and creating a more consistent experience for customers, our employees, and our repair trade partners.

The strategy is expected to result in:

- Faster claim and liability decisions, helping repairs move forward sooner.
- Fewer handoffs and clearer ownership, creating a simpler claims experience.
- More issues resolved earlier, with less back-and-forth for customers and repair partners.
- More adjuster time focused on resolving claims and removing unnecessary administrative work.
- Greater consistency across Manitoba, with clearer processes and accountability.

As part of the strategy, MPI is also working to enable simpler communication with the repair trade, including clearer channels to reach the right support. Our transition is uncovering many different channels that shops historically needed to use. Leveraging the dedicated trade contact channel through our **Repair Shop Support Line** will provide better visibility into call volumes and reasons for contact, allowing MPI to continuously improve how trade enquiries are routed and supported.

Effective November 16, 2026, adjusters are no longer location-based, and the previous team-based approach has changed. Rather than contacting an adjusting location or team, repair facilities should **use the claim information to connect with the resource assigned to that claim**. Please continue to use existing self-service options where available and reference the MPI Partners site for current contact procedures.

When you need to contact an adjuster, follow the steps below:

- Call the Repair Shop Support Line at 1-855-882-4313.
    - Press 1 to contact an individual adjuster.
        - You will have the option to enter the adjuster's extension or press * to enter the claim number (if you do not know the extension).
        - If the assigned adjuster is not available, you can leave a voicemail for a return call. If you require immediate assistance, you can select the option to connect to a general adjuster queue.
    - Press 2 to connect to the Claims Processing Unit (CPU).
    - Press 4 to connect to the Total Loss Virtual Centre for all total loss/marginal inquiries or final repair costs.

The Adjuster Contacts tool has been updated to remove any location-specific contact information. Shops can continue to use this tool to search for individual adjusters by name.

We recognize that recent changes may have created uncertainty about how to reach the appropriate resource and appreciate the feedback received from the repair trade.

Thank you for your patience as we work to improve our processes during the ongoing End-to-End Adjusting transformation.