

Notice to all RAN Holders

Reminder: Changes to MPI Service Centre Hours

Date published: March 30, 2026

As a reminder, MPI is changing its operating hours at service centres, and discontinuing Saturday service at all of its locations across the province. This information was [previously communicated](#) on January 15.

Starting April 6, MPI's service centres 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.

Customers can continue to access MPI services outside of service centre operating hours through the Contact Centre, which will remain open on Saturdays, and through the more than 300 Autopac brokers located throughout Manitoba.