



November 29, 2018

## **NOTICE TO ALL REGISTERED ACCOUNT HOLDERS**

To ensure the claims process is more efficient and convenient, Manitoba Public Insurance (MPI) is introducing a new claim structure for rental vehicle and Rental Vehicle Insurance (RVI) claims.

### **New Claim Report Form**

An electronic reporting form provides rental companies a prompt reporting method for all rental vehicle claims, improving the duration of claim handling.

To report a claim electronically to MPI, a New Claim Report form is required. The New Claim Report form is available on the MPI Partners website and can be sent by:

- Email at [newrentalclaim@mpi.mb.ca](mailto:newrentalclaim@mpi.mb.ca)
- Fax at 204-985-3525

Access the form on MPI Partners under Light Vehicles & Others > Policies & Procedures > Rental Vehicle Providers > Forms.

This PDF form contains fillable fields with all required information necessary to open a new claim.

- One form is required per claim.

Once the New Claim Report form is received, a claim will be opened and assigned to the Rental/RVI Pod for handling. Vendors will be contacted within one business day and provided their claim number, appointment time and additional follow up, as required.

Vendors must ensure any applicable documents, including the incident report, rental agreement and/or rental vehicle insurance policy are included with the New Claim Report form.

If you choose not to use the electronic reporting method, or the vehicle is not drivable and requires a tow, continue to report your claim by calling our Contact Centre at 204-985-7000.

### **Rental/RVI Pod**

The Rental/RVI Pod launches December 3, 2018, and is comprised of adjusters to handle all rental vehicle and RVI claims within Manitoba.

The pod is housed at the Bison Service Centre, along with a team of estimators to handle all priority rental vehicle estimates.

- If requested, priority estimates occur within three business days and are **only** offered from the Bison Service Centre. Non-priority estimates will be scheduled within standard appointment times at all other locations.

The Rental/RVI Pod is available Monday to Friday from 7:30 a.m. to 5:30 p.m., and Saturdays from 8:30 a.m. to 4:00 p.m., and can be reached by:

- Telephone at 204-985-8770 ext. 8288
- Email at [rentalclaims@mpi.mb.ca](mailto:rentalclaims@mpi.mb.ca)

For questions regarding this information, please contact a Rental/RVI Pod Supervisor at 204-985-8770:

- Corinne Lagace ext. 8614 or by email at [clagace@mpi.mb.ca](mailto:clagace@mpi.mb.ca)
- Kim Hobson ext. 7901 or by email at [khobson@mpi.mb.ca](mailto:khobson@mpi.mb.ca)

Manitoba Public Insurance