

Notice to all Towing and Storage Vendors

Updates to the Master Service Agreement (MSA) and FAQs

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As MPI continues to move forward with the implementation of the Master Service Agreement (MSA) for towing and storage facilities, we wanted to provide you with some updates and next steps.

As a reminder, for those who have submitted a signed MSA by August 15th, you can start invoicing MPI at the new rates, which can be found [here](#). In addition to the new rates, MPI will update the Towing and Storage Tool located on MPI's website, to indicate "MPI Approved" for those who have signed the MSA.

Updates to the Master Service Agreement

Your feedback is important, and MPI has been reviewing all suggestions. As such, a few changes have been made to the [Master Services Agreement – Legal Terms and Conditions](#). These changes include:

- **3.07 – Personnel Requirements:**
 - (a) – “full time bonded” was updated to “fully bonded”
- **3.08 - Insurance:**
 - Insurance requirements were clarified and now state:
 - (b) Garage or Dealers Liability policy which includes a minimum third-party liability limit of five million Canadian dollars (\$5M), as well as coverage for damage to Customers' vehicles which are in your care, custody, or control (collision or upset and specified perils
- **5.01 – Light Vehicle Towing and Storage Master Services Agreement:**
 - This section was updated to clarify that the rates will be reviewed every three (3) years. This is also stated on the [Towing Rate Card](#).
- **5.06 – Invoicing and Disputes Holdback:**
 - This section was updated to clarify that any issues that cannot be resolved through Towing Services will be escalated to the Manager, Salvage and Compound Operations for resolution.

Updated FAQs

As previously mentioned, we have been collecting questions and will begin to share these questions and answers. Please view the [FAQs document](#) for updated information. MPI will continue to add information throughout the next several weeks.

Thank you for the overwhelming response and your continued support. If you have any questions or concerns, please email towingservices@mpi.mb.ca or call 204-985-7766.