



## Notice to All Towing and Storage Vendors

# MPI Service Restoration Update

Date published: November 2, 2023

An agreement has been reached to end the MPI labour interruption (LI).

MPI, with the continued support of our valued partners, is now working to fully restore services.

## MPI Location Reopening and Support

As you are aware, during the labour interruption (LI), MPI locations were closed to the public. All MPI Service Centres, Claim Centres, and the Physical Damage Centre (PDC) will reopen at 1:00 p.m. on Day 1, the first day after the LI ends, and will remain open until 4:30 p.m.

For the first week back, MPI locations will be open as follows:

- Winnipeg locations - Monday to Friday from 9:00 a.m. to 4:30 p.m.
- Rural locations - Monday to Friday from 8:30 a.m. to 4:30 p.m.
- PDC – Monday to Friday from 8:30 a.m. to 4:30 p.m.

Security at the PDC holding compound will continue to be available outside of regular business hours for support.

MPI will return to normal hours of operations by the second week back.

## Partner Support

---

MPI anticipates that there may be delays on the first few days back after the LI, as our returning employees are re-integrated and focus on restoring all services as quickly as possible.

Please watch for additional communications as service restoration increases.

## Customer Support

---

As some services were cancelled, discontinued, or limited during the LI, there may be delays for certain services as MPI prioritizes customers with cancelled appointments.



Encourage customers to visit the [MPI website](#) for up-to-date information about service availability.

Access for customers to remove personal items from towed vehicles at MPI's holding compound (PDC) will continue uninterrupted.

**Note:** Customers will continue to have the option to open new claims by filling out MPI's [online claim reporting form](#).

## Labour Interruption Temporary Process Updates

To minimize the impacts of the LI to our valued business partners, MPI introduced several temporary processes. Please review the notes below to learn how MPI service restoration plans will affect these temporary processes and the return to normal operations.

- For the first week back, modified hours for Receiving at the Physical Damage Center (PDC) will continue as Monday to Friday from 8:30 a.m. to 4:30 p.m. The towing services mailbox will continue to be monitored.

If you have further questions, please email [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca)

Thank you for your continued support, patience, and understanding.