



**Notice to all Commercial Repair Shops**

# MPI Labour Interruption – Temporary Commercial Claims Process

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As you are aware, MPI is experiencing a labour interruption. We will be continuing operations at a reduced capacity and anticipate delays.

To further help minimize service impacts, MPI has implemented a temporary commercial claims process for commercial vehicles.

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This process is for **commercial vehicles only**. All other claims, such as passenger vehicle claims, must continue to go through appropriate channels as shared on the [MPI website](#).

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The Commercial Claims department's primary focus will be on the following claims:

- Vehicles that are not driveable.
- Total thefts.
- Repairs that are at repair shops and are mid-repair (non-driveable).
- Losses involving environmental spills.
- Losses involving injuries or fatalities.
- Legal matters, including, but not limited to, legal correspondence being received and contact from external lawyers.

If customers need to open a new claim, please advise them to email [commclaims@mpi.mb.ca](mailto:commclaims@mpi.mb.ca) with the following information:

- Name of person submitting claim.
- Phone number.
- Date and time of loss.
- Accident location.
- Truck plate number.
- Trailer plate number (if applicable).
- Driver's licence number.
- SRE policy number (begins with AM1).

- Summary of what happened.
- Were there any injuries that required an ambulance to attend? If so, provide as much detail as possible regarding who was injured and what injuries were sustained.
- Did police attend? If so, provide police report number.

If customers need assistance with a claim already opened, please advise them to email [COMMCARS@mpi.mb.ca](mailto:COMMCARS@mpi.mb.ca) with their claim number and a summary of the situation.

We strongly encourage customers send emails to allow us to prioritize claims and minimize wait times. If email is not possible, customers may contact our Commercial General Inquiries line at 204-985-8770 Ext 7877. They will have the option to wait on hold to speak with someone or to leave a voicemail. This line will be open Monday to Friday from 8:00 a.m. to 4:00 p.m.

Thank you for your patience and support as we navigate this uncertain time and endeavour to continue to support our customers.