

Notice to All Accredited Repair Shops

MPI Labour Interruption Update

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Following months of collective bargaining toward a new agreement for unionized staff, the Manitoba Government and General Employees' Union (MGEU) has rejected MPI's significantly enhanced offer. The union has announced their intention to begin strike action on Monday, August 28, 2023.

With MGEU's notice of strike action on Monday, MPI has now turned our attention to finalizing labour interruption plans that will maintain essential services while minimizing service disruptions to partners and customers to the extent possible. We recognize this change will impact you, and we are working with the ATA and MMDA to ensure it is the least disruptive to your business as possible.

Should strike action proceed on Monday, August 28, MPI is preparing for the following service impacts:

- A temporary process where claims will be referred directly to any MPI-accredited repair shops for vehicle estimates and repairs. Specific details will be shared with accredited light vehicle shops prior to Monday.
- Glass shops will continue to use eGlass; however, further details on adjusted procedures will be shared prior to Monday.
- Repair shops can continue to contact MPI through normal processes for claim issues and supplements.
- All other repair partners will continue to follow normal processes.
- The MPI Contact Centre will remain open for reporting personal injury claims, non-driveable collision claims, and total-theft claims.
- MPI will continue to estimate non-driveable vehicles and arrange for tows to repair facilities.
- Customers with vehicles towed to the Physical Damage Centre Compound (PDC) will continue to have access to remove personal items.



- Estimating and adjusting appointments scheduled for Monday will be cancelled and affected customers will be contacted to reschedule.

MPI appreciates the assistance of our partners during this time to help us maintain service levels for our mutual customers. MPI will do everything possible to ensure the temporary arrangements being put in place run as smoothly as possible and you have full support from the Corporation.

At this time, we are not aware if MGEU will proceed with a full strike action beyond Monday, or if a rotational or targeted strike action will be taken. We will do our best to keep our partners and customers informed as the situation evolves.

Thank you for your support, patience, and understanding.