Manitoba Public Insurance

January 30, 2014

NOTICE TO ALL REGISTERED ACCOUNT HOLDERS

Re: Payment of Final Repair Account Invoices over 30 Days

To: Repair Shop owners and managers

Manitoba Public Insurance is initiating a new process to investigate and action Final Repair Accounts (FRA) where payment has not been made to a repair shop within 30 days of submission. This will replace the current process of reporting instances either by phone or e-mail to the estrequests@mpi.mb.ca mailbox.

Effectively immediately, all enquires about payments over 30 days are to be sent to FRAinquiries@mpi.mb.ca. This new email address is to be used specifically for this issue, and messages to the mailbox will be continually monitored by our Estimating Systems Clerk Unit (ESCU) to ensure a timely response.

Process:
1. Repair shop confirms 30 days has elapsed since the initial FRA was submitted via fax
2. Repair shop submits email to FRAinquiries@mpi.mb.ca with:
   - Subject Line: "FRA Payment Over 30 Days [claim number]"
   - Body of email: Date of the initial FRA Submission and all other relevant details including information from the original fax submission receipt notification

Once the email message is received, the ESCU will investigate and reply by email with the date payment will be processed.

This new process replaces all previous methods of communication about FRA payments exceeding 30 days and is now the sole process for inquiry on this issue. We continue to make every effort to pay all FRA invoices within 30 days, and require your assistance to notify us if a payment has exceeded 30 days.

If you have any questions on our missed FRA process, please contact our Estimating Coordinators: Jim Backstrom at (204) 985-8770 extension 7397 jbackstrom@mpi.mb.ca Blair Wagner at (204) 985-8770 extension 7829 bwagner@mpi.mb.ca or Bill Crocker at (204) 985-8770 extension 7960 bcrocker@mpi.mb.ca

Sincerely,

Najam us Sahar
Executive Director, Service Centre Operations
Manitoba Public Insurance Corporation