

Notice to all Towing and Storage Vendors

## Introducing the Light Vehicle Master Service Agreement (MSA) for Towing and Storage Facilities

**Date published:** July 27, 2022

As previously advised on June 27, 2022, MPI has developed a Light Vehicle Master Service Agreement (MSA) for all towing and storage facilities within Manitoba. The MSA is an agreement that details the responsibilities and obligations of two parties to each other. This agreement includes detailed rates, services, and terms for each party.

MPI is now ready to introduce the Master Service Agreement, effective September 1, 2022. Please review the following documents:

- [Light Vehicle Towing and Storage Master Service Agreement Legal Terms and Conditions](#)
  - Outlines the services provided under the agreement, vendor responsibilities, and provides detail around vendor fees and expectations.
- [Light Vehicle Towing and Storage Master Service Agreement Rate Card](#)
  - Revised and with new rate categories, vendors who have signed the MSA will be eligible for these rates effective September 1, 2022.
- [Light Vehicle Towing and Storage Master Service Agreement Signature Page & Vendor Information Form](#)
  - This form must be signed and returned to MPI to complete the process.
  - MPI will respond to confirm receipt of signed copy and will send more information regarding next steps.

To be eligible for the new rates effective September 1, 2022, please submit your signed signature page by August 31, 2022. Submit the signed signature page electronically to [towingservices@mpi.mb.ca](mailto:towingservices@mpi.mb.ca), by fax at 204-222-4124, or by mail to:

Attention: Manager, Salvage & Compound Operations  
Manitoba Public Insurance  
1981 Plessis Road, Building B  
Winnipeg, MB. R2C 5C7

## **Question Period for the Master Service Agreement**

If you have any questions regarding the MSA, please submit your inquiry by email to [towingservices@mpi.mb.ca](mailto:towingservices@mpi.mb.ca). We will track all the questions and share the answers with all vendors. Please submit your inquiries by August 12, 2022.

## **Early Signing Incentive**

Submit your signature page between August 1 and August 14, 2022, and you will qualify for the new rates effective August 15, 2022. If you submit your signature page between August 15 and August 31, you will be eligible for the new rates effective September 1, 2022.

## **Training and Support**

To support the implementation of the MSA along with the applicable technology and processes, support and training will be available either in person or in a virtual setting. Reference and training material will also be available on the Partner's website. On the MSA Signature Page, please ensure to include your preference of the type of training required, as this information will be utilized to create plans and schedules for training. If there is enough interest, MPI may also schedule information sessions in areas where multiple vendors are requesting support.

If you have any questions about this notice, please contact [towingservices@mpi.mb.ca](mailto:towingservices@mpi.mb.ca).