



June 30, 2017

NOTICE TO ALL REGISTERED ACCOUNT HOLDERS

Re: Contacting Adjusters and Adjusting Teams

As you know, Manitoba Public Insurance claims are typically handled by the Claims Processing Unit (CPU) or adjusting teams, depending on the type and complexity of the claim.

Recently we have assigned some claims to individual adjusters, rather than an adjusting team, if a customer has met with that adjuster.

Claims will initially be assigned to CPU or an adjusting team (prior to an appointment). Claims assigned to CPU will not be reassigned to an individual adjuster.

Some claims will remain assigned to an adjusting team.

If you need to contact an individual adjuster or adjusting team:

- On a 99 suffix, review the Dispatch Report to determine who is assigned.
- On a 01 suffix, refer to the electronic estimate to determine who is assigned.
- Use the new [Adjuster Contacts](#) page to find the adjuster or adjusting team's extension number.
 - For adjusting teams - call the Shop Support Line, select the adjusting teams option, and enter the applicable extension.
 - For individual adjusters – call the Shop Support line, wait for the prompt, and enter the 4 digit extension