

Notice to all Towing and Storage Vendors

Master Service Agreement (MSA) Reminders and Updates

Date published: October 7, 2022

As we continue to move forward with the roll out of the MSA, we wanted to provide you with some additional information, so you know what to expect going forward.

MPI's Towing and Storage Search Tool

As previously communicated, vendors who have not signed the MSA will be removed from MPI's Towing and Storage Search Tool, starting on Monday, October 31, 2022. This means vendors will no longer be displayed or advertised as a towing or storage option on MPI's website. This tool is used by MPI claimants, MPI, and first responders.

If you've missed signing up, you can still do so by visiting the [Towing Services tab](#) on the [MPI Partner's website](#). Select the Master Service Agreement on the left-hand side and the agreement is provided in three parts:

- [Light Vehicle Towing and Storage Signature Page](#) (Complete, sign, and submit to Towing Services)
- [Light Vehicle Towing and Storage – Legal Terms and Conditions](#)
- [Light Vehicle Towing and Storage MSA Rate Card](#)

Signed signature pages can be submitted by email to towingservices@mpi.mb.ca or by mail to:

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

Storage-Only Vendors Can Sign Up, Too!

Vendors who provide storage-only services are eligible to sign the MSA and would receive the increased storage rates. Storage-Only Vendors will still use the Tow App technology, but for Remote CR purposes only.

Storage-Only Vendors will receive notifications through the Tow App when MPI Salvage requests a Remote CR assignment. The app allows the operator to upload up to 11 photos of the vehicle. These photos will be used for auction purposes and help speed up the disposal process so vehicles can be sold and moved in a timely manner. MPI will pay \$25.00 per vehicle for this service ([marketing photo fee](#)), and will not require an invoice from the vendor. Vendors set up to use the Tow App can take these photos and there is a two-day turnaround expectation.

For Remote CR support, please email MPISalvage@mpi.mb.ca or call 204-985-7844.

If you have any questions regarding the MSA, please email towingservices@mpi.mb.ca or call 204-985-7766.

Thank you for your continued support.