

Notice to all Towing and Storage Vendors

# Direct Billing Changes for Towing and Storage Vendors – Effective April 3, 2023

**Date published:** March 20, 2023

Effective April 3, 2023, towing and storage vendors who have not signed the Master Service Agreement (MSA) will no longer be able to direct bill MPI for towing and storage fees related to a MPI claim. There are no changes for vendors who have already signed the MSA.

Should vendors choose not to sign the MSA, they will need to invoice their customer direct for towing services.

Customers will be informed of this change on the MPI website as follows:

*It is important to choose a vendor that is listed on MPI's Towing and Storage Tool to ensure that your services will be fully paid by your Autopac coverage. If you choose a towing or storage provider that is not listed on the tool, you will be responsible for paying the vendor directly for their services. Please talk to your adjuster about possible reimbursement of any towing and storage fees.*

**Please note:** Towing and storage providers that are not listed on MPI's Towing and Storage Tool may charge more than what MPI will reimburse through your coverage. To avoid any additional charges not covered by your insurance, it is recommended that you discuss all fees prior to agreeing to any services.

Vendors who choose not to sign the MSA can continue to submit invoices for services provided prior to April 3, 2023, to [towingservices@mpi.mb.ca](mailto:towingservices@mpi.mb.ca) for payment. Invoices for services performed after April 3, 2023, will not be accepted by MPI.

## Signing the Master Service Agreement

Any towing and storage vendor is eligible to sign the MSA and can so at any time by visiting [MPI Partners](#).

By signing the agreement, not only will vendors be able to continue to direct bill MPI, but they will also receive compensation as outlined in the rate card, which is set to be reviewed every three years. As well, they will receive fair towing and storage distribution with the use of MPI's Towing and Storage Tool.

Vendor expectations around safety, including Workers Compensation Board requirements, salvage handling and support as well as service levels are outlined within the MSA.

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