



July 18, 2018

NOTICE TO LOSS OF USE WEB APPLICATION USERS

Re: Upgrade to the Loss of Use Web Application

Today, an upgrade to the Loss of Use (LOU) Application was launched.

With this upgrade, rental agencies will see the following improvements:

- When there is a difference between approved rental days and the actual number of days used, rental companies do not have to resubmit a rental request to reduce the number of days. When an invoice is submitted, the system automatically processes it for the actual number of days used (**Note:** Rental companies still need to invoice for actual days used).
- Time needed to process requests resubmitted after a rejection will be reduced, provided the reason for the original rejection has been addressed.

Reminder: Submitting Multiple Claims for the Same Vehicle

If you have multiple claims for the same vehicle, please submit only one claim at a time to help prevent errors in approvals caused by overlapping claims. If you have subsequent claims to submit for the same vehicle, wait until the existing approved days are used before submitting it.

If you have any questions about this notice, please contact the Claims Processing Unit at 204-985-7500 or ClaimsProcessingUnit@mpi.mb.ca.