

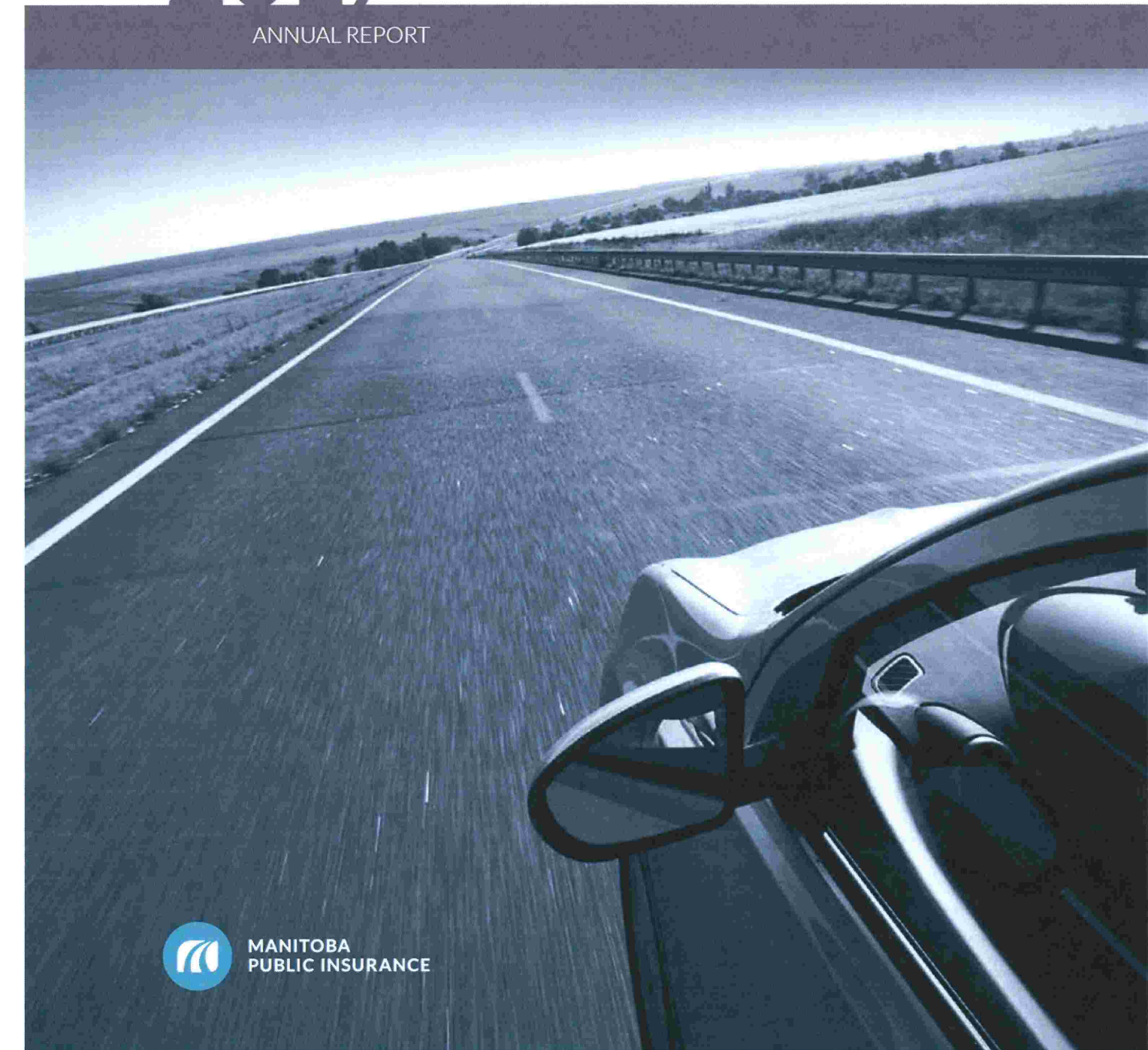
MANITOBA PUBLIC INSURANCE

# 2017

ANNUAL REPORT



MANITOBA  
PUBLIC INSURANCE



# Message from the President and Chief Executive Officer



We are constantly refining and adapting our products, services and initiatives to meet the diverse needs and service expectations of our customers—no matter where they live in Manitoba.

## Our role at Manitoba Public Insurance can be summed up in three phrases: Exceptional coverage. Affordable rates. Safer roads.

To this end, Manitoba Public Insurance is committed to providing guaranteed access to comprehensive automobile insurance coverage at rates that are stable, predictable and affordable. At the same time, we are constantly refining and adapting our products, services and initiatives to meet the diverse needs and service expectations of our customers—no matter where they live in Manitoba.

I joined Manitoba Public Insurance as its President and Chief Executive Officer as we concluded the 2017/18 fiscal year. I enter a company that is demonstrably successful in many areas of our business, but I have been tasked to apply international experience to further improve Manitoba Public Insurance. Simply put, we will refocus on being a fiscally strong insurance company that prides itself on informed underwriting and diligent claims management supported through a prudent investment strategy.

First and foremost, our public auto insurance model provides among the most affordable rates and most comprehensive coverage in Canada. In Winnipeg, insuring a 2016 Ford F150 XLT SuperCrew would cost \$1,260, as compared to \$4,655 in Calgary and \$5,164 in Toronto, for a 40-year-old couple and their 16-year-old son, all with clean driving records.

Our partnership in the Manitoba Road Safety Plan 2017-2020: Road to Zero will reduce risk and create safer roads. In the 2017 calendar year, Manitoba saw the second lowest number of roadway fatalities in 35 years. However, the fact that there were still 73 deaths in vehicle collisions highlights just how much further we must go to improve our traffic safety culture.

Customer satisfaction continues to be strong—99 per cent are satisfied with the service they receive. Nevertheless, we must continue to strive for improvement and ensure that we continue to satisfy the evolving needs of customers. To this end, we will be emphasizing enhancements to our customer service, including the creation of additional online self-service options, and the creation of a new product road map. This will inform a new customer service framework in 2019 that will evolve our customer-centric focus.

We will be continuing to address the speed of change in the design and manufacture of automobiles, to work collaboratively with the Public Utilities Board, to build on positive relationships with our business partners, and to streamline operations and contain costs to position ourselves for long-term financial stability.

At a high level, this will all be achieved through a framework of three key overriding objectives: product and service leadership, operational excellence, and high functioning relationships with customers. We recognize that as we prepare for the future, we must continue to provide clear value—low cost, outstanding service, comprehensive coverage and universal access—to all Manitobans.

I would like to extend my sincere appreciation to the Board of Directors for the opportunity to guide the Corporation through this period of focused evolution. I look forward to the Board's guidance and collaboration as we continue the Corporation's long tradition of adding value to Manitoba. I am proud to be working with my executive team, with all of our employees, our business partners, and our industry stakeholders on our mission to provide value and exceptional insurance to Manitobans.

Benjamin Graham  
PRESIDENT AND CHIEF EXECUTIVE OFFICER

## Executive Team

- BENJAMIN GRAHAM**  
President and Chief Executive Officer
- BRAD DUNKO**  
Vice-President, Information Technology & Business Transformation and Chief Information Officer
- MARK GIESBRECHT**  
Vice-President, Finance and Chief Financial Officer
- LUKE JOHNSTON**  
Chief Actuary and Vice President, Risk Management
- WARD KEITH**  
Vice-President, Business Development & Communications and Chief Administrative Officer
- SATVIR TKACHUK**  
Vice-President, Human Resources and Chief Human Resources Officer
- MIKE TRIGGS**  
General Counsel and Corporate Secretary
- CURTIS WENNBERG**  
Vice-President, Customer Service and Chief Operating Officer