

October 28, 2020

Undertaking #19

MPI to advise what engagement did Manitoba Public Insurance undertake with consumers prior to assigning customers with no prior relationship to MPI Extension deductibles for the '21/'22 year.

RESPONSE:

No public engagement was undertaken in this regard. By assigning customers to the level closest to their current coverage, MPI's intention was to cause the least disruption to the majority of customers by not forcing them to visit an Autopac agent to select a deductible (it is estimated only 10.5% of all customers will need to attend a broker or Service Centre to change their deductible from \$500 to \$750). However, customers are not tied to the deductible they are assigned, and can choose to change their deductible to the Basic deductible (or other optional deductible) by visiting an Autopac agent or MPI Service Centre prior to making a payment.