

# Manitoba Public Insurance – Public Review Meeting

## Project Overview

Manitoba Public Insurance's (MPI's) Public Review Meeting is held annually for two main purposes:

1. To ensure Manitobans (customers, staff, and service partners) are provided an update on the Corporation's financial state and have the opportunity to ask questions of senior management. This aligns with one of MPI's four corporate values: "Doing What's Right – We act with integrity and accountability. We strive to be open and transparent."
2. To discharge the Corporation's duties under *The Crown Corporations Governance and Accountability Act* to ensure legislative compliance.

The public engagement consisted of a presentation outlining the Corporation's achievements and activities during the past year, including:

- Our mission and role as a public auto insurer, including road safety promotion.
- The value we provide to Manitobans with low rates and extensive coverage.
- Acknowledgement of labour interruption impacts and prioritization.
- A detailed financial overview.
- The Corporation's renewed priorities.

## Engagement Overview

The public engagement was open to all Manitobans who registered with EngageMB. It was available for two weeks from December 4 to December 18, 2023. In total, 19 participants provided input.

## Summary of What We Heard

### **Providing Value:**

In line with the previous 2022 Public Review Meeting survey, two-thirds (68%) of respondents agreed that MPI provides value to Manitobans. This aligns with one of MPI's Corporate Values: "Providing Value to Manitobans – We maintain affordable rates and ensure accessible coverage. As a public auto insurer, fiscal responsibility is at the forefront of everything we do."

### **Other Feedback Received:**

Some survey feedback reflected customer concerns received through other mechanisms, particularly around service delivery impacts due to the labour interruption. Customers indicated there is room for improvement.

As was noted in the presentation, management acknowledges the disruption caused to Manitobans during and after the labour interruption. Restoring service levels and removing service backlogs while regaining customer, employee and stakeholder trust are our top priorities.

## What We Did or How Input was Used

Comments and feedback will help contribute to future operational decisions and product improvements.

## Questions?

Additional questions or comments can be directed to MPI Customer Relations at 204-985-8117 or toll-free at 1-800-665-2410.