

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 provide feedback to 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.
- A detailed financial overview.
- The Corporation's priorities for 2024/2025.

Engagement Overview

The public engagement was open to all Manitobans who registered with EngageMB. It was available from December 18, 2024 to January 6, 2025. In total, 7 participants provided input.

What We Heard

Providing Value:

In line with the previous 2022 and 2023 Public Review Meeting surveys, over half 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 concerns regarding cost control at the Corporation. Respondents indicated there is room for improvement. As

As noted in the presentation a major factor impacting last year's results was the August 2023 hailstorm. That one event triggered over 15,000 claims and was the largest natural catastrophic event in MPI's history. It resulted in a loss of \$50 million to the Corporation's net income and created significant backlogs. In the last year, the average cost per claim has risen by over \$1,100.

Despite these pressures, MPI is very proud to report that the Corporation has remained diligent in managing corporate expenses and ended 2023/24 \$43 million under budget.

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.