

**Vice-President, Customer Service and Chief Operating Officer  
Manitoba Public Insurance  
Box 6300  
Winnipeg, Manitoba R3C 4A4**

**Sent Via E-mail: cwennberg@mpi.mb.ca**

Dear Mr. Wennberg,

I am contacting you as a concerned collision repair shop owner and Manitoba Public Insurance (MPI) business partner regarding the termination notice sent by MPI on March 15<sup>th</sup> and the accompanying new agreement. I was extremely disappointed with the threat to remove access to certain processes required for us to operate, and I have many concerns with the ultimatum which MPI is attempting to enforce on collision repair shops around the province.

In the notice sent on March 15<sup>th</sup>, Gord Froese stated:

*If you have not signed and returned the 2021 LVAA Signature Page to MPI by April 14, 2021, MPI may institute the following until the agreement is signed, in order to protect our customers should you elect not to remain as an accredited shop after June 13, 2021:*

- *Limit your access or functionality to Mitchell products*
- *You may lose your Direct Repair Status*
- *You may lose your Earned Authority Limit*
- *All payment requests will be manually reviewed to ensure accurate invoicing*
- *You may lose your Parts Autonomy privileges*

Although MPI has removed this threat, as of April 5<sup>th</sup>, it is extremely concerning that it took legal action from our Associations to have this removed. This occurrence alone makes it even more clear to me that our Associations need to represent my shop and all shops in matters with MPI. This proposed contract has a number of clauses in it that are not good for my business. What other reason could there be for using these measures to have us sign this agreement?

My business has always provided an exceptional level of service to our mutual customers, and we cannot serve them if you continue to impose your will upon our collision industry with impunity and without oversight. How can MPI justify leveraging its monopoly business position against hard-working small business owners and their staff? Perhaps you don't value the collision repair industry, as a critical partner, in providing Manitobans with quality repairs.

In closing, I put my trust in the Automotive Trades Association of Manitoba and the Manitoba Motor Dealers Association to negotiate this contract on my behalf. These Associations have negotiated successfully with MPI for the last 50 years and have proven themselves to hold our best interests at heart. Your actions make it clear that this is not the time to be without strong representation.

I insist that you re-engage the negotiations with the Associations along with an appointed conciliator in a genuine effort to provide fair compensation and secure the protections I need to plan for the future.

CC MPI President, Eric Herbelin  
Hon, Jeff Wharton, Minister of Crown Services  
Hon, Scott Fielding, Minister of Finance  
Hon, Ralph Eichler, Minister of Economic Development  
Melodie Garing, Executive Assistant to the MPI President & CEO  
(please deliver to Mike Sullivan MPI Board of Directors Chairman)

Sincerely,

[name]

[title]

[shop name]