

# Project Nova

## Governance



# Project Nova

## Modernizing Our Systems



Technology  
Risk



Customer  
Self-Service



Cost Savings  
& Efficiency



Information  
Security

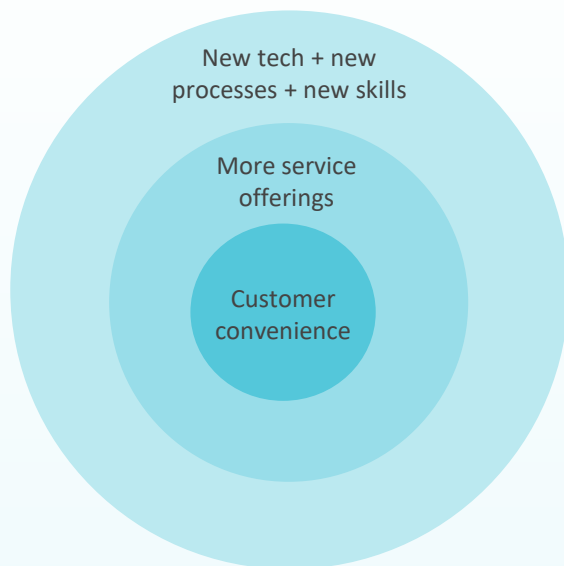


Future Business  
Agility



*Project Nova is transforming our business by empowering our people and partners with new technology and processes that are responsive and efficient, giving customers more choice and a better experience.*

# Why is Nova at the Centre of Everything



**Why:** We're making life more convenient for our customers.

**How:** By enhancing the customer experience and offering them more ways to interact with MPI.

- Continuing to offer services in person through service centres and brokers.
- Creating more online service options to meet their needs where, when and how they want them.

**What:** New technology + new processes + new skills.

# Reimagining Customer Experience

