

October 27, 2020

Undertaking #15

MPI to advise as to the status of any of the communication of the changes and provide any detail on either the CERP changes or capital release that has been approved to date.

RESPONSE:

CERP changes have previously been communicated to Manitobans via a [news release](#) and a dedicated [website page](#). Future communications have not been prepared at this point in time, but the planned communications include a cover letter to be inserted into all annual Renewal Notice and Annual Statement of Account mail outs to explain the changes; updates to MPI website content and existing publications to ensure current information is provided; upcoming messaging on social media channels, and paid advertising during the 2021-22 insurance year. The MPI website will also host the cover letter and the 2021 Guide to Autopac that contains full information on all CERP changes. Autopac agents and MPI staff in Service Centres and the Contact Centre will also receive full information to assist customers with any questions. Agents will also be provided with wall posters that state Basic coverage levels under CERP.

Key CERP messaging will clearly describe the new deductible levels available, outline how customers will default to the deductible level closest to what they currently have, and describe how customers can easily change their deductible level at no cost by visiting an Autopac agent or MPI Service Centre prior to making a payment.