**Manitoba
Public Insurance**

October 18, 2006

Attention: Key Autopac Personnel

CAN YOU ANSWER THESE CUSTOMER QUESTIONS?

- *"When will I get my next merit?"*
- *"I need a higher class licence, but I hear there are medical requirements – what are they?"*
- *"My kid is turning 16 – what do we need to do? How much does it cost? What kind of time commitment does it mean for me?"*
- *"My driver's licence was suspended – how do I get it back?"*

These are some of the questions customers may ask when your business begins providing driver licensing services in mid-November. No one can ever be prepared for everything, but the sooner you start absorbing the information, the better prepared you'll be.

We in Broker Operations understand the volume and scope of the material that you and your staff have to absorb over the next month. We estimate that each person to be trained will require the equivalent of approximately **five working days** (as follows) to adequately digest this information:

- Review/Digest "on-line" material   10 hours
- Attend Broker Training Seminar   8 hours
- Study/Learn Reference Manual contents
  (to be distributed at training seminar)   14 hours
- Complete new CAI lessons   <u>4 hours</u>
                                    TOTAL   36 hours

We require every Autopac agency to allocate the time necessary to get all staff up-to-speed BEFORE the new Driver Licensing system goes "LIVE."

We also acknowledge that we have a part to play in getting you started with the "on-line" material sooner rather than later. As a result, we've assembled an index of the relevant information that is already available on Brokers On-Line and posted a link to that index on the Home Page.

PLEASE, start studying now. Don't wait until the day before your training seminar, and, as always, contact your Broker Administrator if you have questions.

Regards,

Shawnda Muir
Manager, Broker Operations

STUDY TIP: Create an office study schedule with deadlines for covering the information listed in the Index. **THEN**, MEET THE DEADLINES!