

We've reached the peak of driver licensing volumes. Thanks for maintaining high service levels during this busy time.

Until September of this year, Manitoba brokers will be coping with the highest driver licensing volumes they will experience. The good news is that the situation is temporary. Volumes will drop off substantially after August 2007, when the last four-month licences will be issued. The volume will drop again in December 2007, when most customer data has been aligned. By January 2008, all customers will have a new photo card and driver licence volumes will be right back to normal.

Note: The eight-month peak in volume (January – August) is happening for three reasons:

- Most drivers are still going through the four-month renewal process to align their renewal dates with their Autopac policies. This adds 60,000 more transactions to the monthly volume.
- Customer data must be aligned between the old DVL computer system and Autopac On-Line, adding another potential 60,000 transactions each month.
- All drivers are required to get new photo cards this year, so the volume of photo transactions is four times higher than usual.

At IBAM, we understand and support the great service our brokers are providing. We know that Manitoba Public Insurance appreciates this as well.