

AUTOMOBILE INJURY COMPENSATION APPEAL COMMISSION

PROCEDURAL GUIDELINES

(Updated September 25, 2025)

*The Commission has the authority to determine its own procedures.
These Guidelines are intended to explain the Commission's current procedures as of the date indicated above and will normally be followed in the absence of acceptable reasons to the contrary.
The Commission reserves the right to make changes to its procedures as may be necessary.*

1. GENERAL INFORMATION

- 1.1 These guidelines are provided to assist you in your hearing at the Automobile Injury Compensation Appeal Commission (AICAC or the Commission), in connection with your appeal under The Manitoba Public Insurance Corporation Act (The MPIC Act).
- 1.2 All AICAC hearings are informal, but all people appearing are expected to conduct themselves in a respectful manner.
- 1.3 AICAC is separate and apart from The Manitoba Public Insurance Corporation (MPIC). Your appeal will take the form of a new hearing and AICAC is not bound by any decision of MPIC.

2. APPEALS OFFICER

- 2.1 AICAC will assign an Appeals Officer to your appeal, who is the administrator of your file. The Appeals Officer oversees file management, which moves your appeal forward to resolution. You should direct all your communication to your Appeals Officer.
- 2.2 As the file administrator, **your Appeals Officer cannot provide legal advice.** While your Appeals Officer can provide you with information on the operation of the Commission, the Appeals Officer cannot assist you with your preparation for your appeal hearing.
- 2.3 The Appeals Officer will regularly contact you about your appeal. It is important for you to respond to the Appeals Officer within any deadline provided.
- 2.4 It is your responsibility to provide your Appeals Officer with current contact information (mailing address, telephone number, email). You must provide any changes in writing.

3. ACCESS TO HEARINGS AND DOCUMENTS

- 3.1 All AICAC hearings are open to the public unless AICAC, at the request of the appellant or MPIC, finds compelling reason(s) to hold a hearing in private.
- 3.2 Reasons for Decisions (with identifying information removed to protect privacy) are available for review at our offices during normal business hours and on our web site. <https://www.gov.mb.ca/cp/auto/decisions/index.html>

- 3.3** You are entitled to one copy of MPIC's complete file on your claim, except for exempt information as defined under *The Freedom of Information and Protection of Privacy Act*, without charge.
- 3.4** If it is appropriate and of benefit to the parties or witnesses, a hearing may be conducted partly or entirely by videoconference or teleconference. AICAC may also consider conducting hearings outside of Winnipeg.
- 3.5** AICAC may cover certain expenses incurred by appellants living outside of Winnipeg, but in the Province of Manitoba, when attending their hearing.

4. REPRESENTATIVES

- 4.1** Parties to an appeal may represent themselves or be represented by someone else of their own choosing who may, but need not necessarily, be a lawyer. The Claimant Adviser Office, which may be contacted at 204-945-7413, or Toll-free at 1-800-282-8069, ext 7413, is available and free of charge to help people who want to appeal MPIC's Internal Review Decisions to AICAC.
- 4.2** "Representative" means legal counsel, a Claimant Adviser Officer, or an agent who AICAC is satisfied is competent and who is authorized to represent a party in the appeal.
- 4.3** You must complete an Authorization for Representation allowing your Appeals Officer to speak to your representative. The Appeals Officer will only communicate with your representative once the signed Authorization for Representation form is received by the Commission.
- 4.4** It is your responsibility to maintain contact with your representative.
- 4.5** Representatives are bound by the rules outlined in this guideline, and by The MPIC Act and its regulations.
- 4.6** If a party (or witness) requires an interpreter, the party shall notify AICAC as early as possible, or at the time they are ready to proceed to hearing, and, if necessary, AICAC will arrange for an interpreter at its expense.

5. FILING A NOTICE OF APPEAL, MEDIATION AND INDEXED FILES

- 5.1** A Notice of Appeal must be filed within 90 days from receipt of an MPIC Internal Review Decision, or within such further time as AICAC may allow. You must provide reasons in writing to AICAC should you file your Notice of Appeal after the 90 days. AICAC will ask MPIC for their comments and a hearing may be held to determine if you should be allowed the extension.
- 5.2** If you file an appeal on behalf of a person who is under the age of 18, please identify that the appellant is a minor in the Notice of Appeal. The Commission will then contact you to request further details in order to process the Notice of Appeal.
- 5.3** If you file an appeal on behalf of an estate, the Commission will contact you to request further details in order to process the Notice of Appeal.
- 5.4** You will have the option of participating in mediation prior to your matter proceeding to the Commission. Mediation is an informal and confidential process in which an

independent, neutral third party (the Mediator) helps the parties to resolve issues in dispute. The Commission is not informed of what was discussed at mediation. By helping to clarify issues, the Mediator will work with both parties to find solutions which are agreeable to both parties.

- 5.5** If you choose to participate in mediation, the Commission will provide the important preliminary appeal documents to the Automobile Injury Mediation (AIM) office, and a representative of their office will contact you directly.
- 5.6** Should you reach an agreement during the mediation process, the Mediator prepares an agreement which sets out the issues that have been resolved or not resolved. Any agreement that is reached at mediation is binding on both parties. For any issues that are not resolved at mediation, you may continue with your appeal to the Commission.
- 5.7** Once you have filed your Notice of Appeal and a copy of your Internal Review Decision with AICAC, we will notify MPIC of your appeal. MPIC will send your original file to AICAC. We will send you a copy of the portions of the file that are relevant to your appeal. This is referred to as the **indexed file**.

6. PRELIMINARY MATTERS

- 6.1** As part of its case management process, the Commission holds file status conferences, which are pre-hearing meetings prior to the appeal hearing. Preliminary issues may include any of the following:
- a) jurisdictional questions;
 - b) the issue(s) under appeal;
 - c) facts or evidence that may be agreed upon;
 - d) whether all written evidence has been submitted or whether additional evidence or reports will be obtained;
 - e) witnesses, if any, the parties will be calling at the hearing;
 - f) the possible use of surveillance videos at the hearing;
 - g) the Commission's hearing procedures;
 - h) the time required for the hearing;
 - i) the format of the hearing;
 - j) any other matter that may assist in the just and most expeditious disposition of the hearing/appeal.
- 6.2** A conference may also be requested by the parties prior to the hearing.
- 6.3** An agenda of items to discuss at the conference is provided to the parties in the Notice of Conference.
- 6.4** All parties, including a representative attending on your behalf, must come to the conference having read the indexed file and must be prepared to discuss the items on the agenda.

- 6.5** Where a representative is attending on your behalf, they must come to the conference with instructions from you, the appellant, with respect to the items on the agenda. If you haven't provided the representative with your instructions for the items on the agenda, you are required to attend the conference along with your representative.

7. EVIDENCE

- 7.1** AICAC considers each case on its own merits, based on the evidence presented. Evidence consists of your indexed file which may include relevant medical reports, x-rays, letters, contract of employment, pay slips, cancelled cheques, invoices, accounts, photographs and any other form of written or visual material that you believe will help shed some light on your claim.

In addition, oral testimony given by yourself or anyone else having knowledge of your case may be heard.

Remember to bring your copy of the indexed file with you to the hearing.

- 7.2** You have the right, and will be given the opportunity, to challenge any evidence brought forward by MPIC. You can challenge that evidence by:

- producing witnesses or documents of your own which you feel support your appeal. However, note the requirements under sections 9 and 10 below;
- cross-examining MPIC's witnesses, which is to say: asking MPIC's witnesses relevant questions in order to determine if their evidence will hold up when examined and challenged;
- drawing AICAC's attention to any relevant evidence produced by MPIC which seems to be self-contradictory or to be in conflict with some other part of MPIC's position.

MPIC has the same rights that you do and, in particular, the right to challenge your evidence.

8. AFFIDAVITS AND MEDICAL REPORTS

- 8.1** Affidavits or other written statements by a witness may be admitted in evidence. Sometimes you and MPIC will be able to agree that a medical report, for example, is relevant, in which case AICAC will accept that report as evidence of its content without requiring the attendance of the witness.

- 8.2** If it is your intention to bring forward a new medical report to be used as evidence at your hearing, AICAC will pay for the reasonable cost of the report, to a set limit. This is subject to certain conditions:

- The report must be relevant to the issue(s) under appeal;

- If the Commission pays for a report, it will be included in the indexed file; and
- If the cost of a report you have requested exceeds the maximum, you will be responsible to pay for any amount over the maximum.

You can contact your Appeals Officer for more information about seeking a new medical report.

- 8.3** If your indexed file seems to contain two or more conflicting medical reports, you may consider consulting your medical advisor to arrange for him or her to attend at the hearing of your appeal to explain why his or her report or opinion differs from that of MPIC's medical advisor.
- 8.4** If your doctor or other expert witness is expected to give evidence for you, but a report from that doctor or expert witness is not contained in the indexed file, then a report from either the doctor or expert witness setting out what he/she is expected to testify to shall be filed with the Commission prior to the hearing. The Commission will provide a copy to MPIC. This same rule applies to MPIC.

9. SUBMITTING NEW EVIDENCE

- 9.1** It is your responsibility to gather and submit documents for your appeal.
- 9.2** All new documentary evidence not already in your indexed file must be submitted to AICAC, to the attention of your Appeals Officer. The Appeals Officer will review the new documents to ensure they are relevant to the issue under appeal. The relevant new documents will then be provided to the other party for review and comment.
- 9.3** If there is a disagreement on the inclusion of the new documents, they will be considered to be contested documents and will be discussed before a Commissioner at a conference.
- 9.4** **The appeal will not be scheduled to proceed to a hearing until both parties have confirmed that there are no further documents to submit to the indexed file.**
- 9.5** An indexed file is considered final and completed 60 days after the parties have advised AICAC that no further documents will be submitted. Once the 60-day period has expired, no new evidence will be accepted, except in extraordinary circumstances.

10. WITNESSES

- 10.1** If you intend to have witnesses appear at the hearing, confirm their attendance when you are ready to set a hearing date. You may be asked by your Appeals Officer whether you intend to call any witnesses, and to provide particulars regarding their evidence such as the names of your witnesses and a brief summary of what they are expected to say. The hearing will not be scheduled until the witness summaries have been submitted to the Commission. Not providing the witness summaries requested by your Appeals Officer may result in the

Commission denying the appearance of your witness. If you have any doubt about the willingness of a witness to attend, ask your Appeals Officer for a “Request for Subpoena” form or obtain a copy of the form on our web site. <https://www.gov.mb.ca/cp/auto/forms.html>

- 10.2 Oral examinations of witnesses are conducted under oath or affirmation that their evidence will be true.
- 10.3 Sometimes witnesses require a fee to appear or may incur costs when appearing at your hearing. Please note that you will be responsible for covering the cost of any fees or witness costs.

11. SUBPOENAS

- 11.1 AICAC has the power to issue Subpoenas, which are Orders having the force of law requiring the person(s) named in them to appear at the hearing to give relevant evidence and, if necessary, to bring documents and other physical evidence with them. In order to be fair to your witness, a request for Subpoena must be made to your Appeals Officer **at least 60 days prior to your hearing**.
- 11.2 A Subpoena may be issued by AICAC and given to you to serve personally on your witness. If you choose to send the Subpoena through the mail it should be sent registered mail (ensure that you obtain a receipt or proof of delivery).

12. AT THE HEARING

- 12.1 The onus is on you, the appellant, to show, on a balance of probabilities, that you are entitled to the benefits that you are seeking under The MPIC Act.
- 12.2 You will usually be asked to present your evidence first and tell the Commissioner(s) why you believe that you are entitled to benefits under the MPIC Act and what decision you feel the Commissioner(s) should make. You will be asked to produce any witnesses you may have, and you may give evidence on your own behalf.
- 12.3 A representative of MPIC may question you and your witnesses about this evidence and about the material in your indexed file.
- 12.4 After the witnesses have answered MPIC's questions, you may be allowed to ask further questions.
- 12.5 Once all your evidence has been presented, MPIC will have an opportunity to respond with evidence of its own, in the same way, and you will be invited to ask MPIC's witnesses any relevant questions that you have.
- 12.6 When all available evidence has been heard, you will be given an opportunity to make a statement of your final position respecting your appeal. MPIC will then present their position, and you will be given a chance to respond to MPIC's argument.
- 12.7 If you do not appear at the hearing, and if no one else is there to speak on your behalf, AICAC may:
 - a) proceed with the appeal hearing in your absence; or

- b) adjourn the hearing of your appeal to a new date; or
- c) take such other steps as it deems appropriate.

12.8 The electronic recording of hearings is not allowed by the Commission.

13. AFTER THE HEARING

- 13.1** After the appeal is heard, AICAC will reach a decision which may confirm, rescind or vary the decision of MPIC.
- 13.2** Once AICAC has reached a decision, AICAC will provide both parties with a written decision by mail. The Reasons for Decisions are also posted on our web site, with identifying information removed to protect privacy.
- 13.3** Either party may appeal the decision of AICAC to The Court of Appeal within 30 days from the date of receipt of the decision. Such appeals are limited to a question of jurisdiction or of law and only with the permission obtained from a judge of The Court of Appeal.

14. ACTS AND REGULATIONS

- 14.1** If you wish to examine The MPIC Act, and/or its Regulations, you may do so at AICAC's office, on our web site, on MPIC's web site www.mpi.mb.ca, at the Legislative Library (200 Vaughan Street) or in the Reading Room in the Legislative Building. Alternatively, you may purchase the Act from Statutory Publications (200 Vaughan Street.)

15. NOTICE OF WITHDRAWAL

- 15.1** If you wish to withdraw one or more of the issues under appeal before it is set down for hearing, you will be required to complete a Notice of Withdrawal form. Please contact the assigned Appeals Officer for instructions.

These guidelines are subject to change. Please check with your Appeals Officer to ensure that they are current. The guidelines are also available on our web site. <https://www.gov.mb.ca/cp/auto/index.html>