

LOCATING A VEHICLE UNIT NUMBER

There are several different ways to find your vehicle unit number:

- **VEMA MasterCard** – unit number is located on the front of the card near the lower left corner.
- **Vehicle** – unit number stickers are located on the inside of the driver-side door and on the rear window.
- **Vehicle registration** – unit number is located on the vehicle registration document.

TICKETS | VEHICLE IMPOUNDED

- If you receive a ticket for a violation, contact your vehicle coordinator.
- If you wish to contest a ticket, please contact your vehicle coordinator for the required authorization documents.
- If your vehicle is impounded, please call **VEMA** immediately and notify your vehicle coordinator.

VEMA provides our clients with superior vehicles, equipment, products and services offering sustainable solutions that are financially and socially responsible.

REPORTING AN ACCIDENT OR VEHICLE INCIDENT

If you are in an accident while driving a **VEMA** vehicle, please follow the procedure outlined below:

Call Police/911:

- if there is any personal injury or if the other driver is impaired, has a suspended licence or is uninsured

Collect information:

- information about the other vehicle and driver
- accident specifics (who, what, when and where)
- damage details
- photos (if possible)
- witnesses

Call MPI:

- Report the accident and initiate the claim.
 - Inside Winnipeg, call 204-985-7000
 - Outside Winnipeg, call 1-800-665-2410

Be sure to record your claim number.

If your vehicle cannot be driven, arrange for a tow. Depending upon the circumstances of the accident, the cost for towing is either paid by insurance or your organization. **It cannot be charged to your VEMA MasterCard.**

Contact your vehicle coordinator to report the accident.

If your **VEMA** vehicle has been vandalized, involved in a hit-and-run or stolen, call the police, MPI and your vehicle coordinator to report the incident.

Do not attempt to fix any damage yourself.



An Agency of the Manitoba Government



DRIVER REFERENCE GUIDE

626 Henry Ave | Winnipeg MB | R3A 1P7
1-800-363-6693 | vema.gov.mb.ca

NEED HELP?

VEMA provides 24-hour on-call emergency assistance:

1-800-363-6693

Business Hours

7:30 am – 4:00 pm Monday to Friday

Business Hours Contacts

Customer Service: **204-945-4606**

Schedule a service appointment or check vehicle repair status: **204-945-5784**

Fax: **204-957-1109**

Manitoba Public Insurance Winnipeg: **204-985-7000**

Toll Free: **1-800-665-2410**

ROAD SIDE ASSISTANCE NUMBERS

All vehicles are covered by a 3-year, 60,000 km roadside assistance program. Please ensure you have the Vehicle Identification Number (V.I.N.) and current Odometer reading as it will be requested. Contact [VEMA](#) if you are unsure whether your vehicle is still under warranty.

Chrysler/Dodge/RAM/Jeep: **1-800-363-4869**

Ford Motor Company: **1-800-665-2006**

General Motors: **1-800-268-6800**

Honda: **1-800-465-7587**

Hyundai: **1-800-268-9958**

KIA: **1-866-444-5421**

Nissan: **1-800-387-0122**

Subaru: **1-800-263-8802**

Toyota: **1-888-869-6828**



VEMA MASTERCARD (one card only per vehicle)

The [VEMA MasterCard](#):

- Unit specific and only to be used for the assigned vehicle
- Can be used for fuel and top-up fluid purchases (e.g. windshield washer fluid)
- Equipped with a chip and PIN
- Will be blocked after four incorrect PIN attempts
- The PIN cannot be reset. If you forget the PIN, contact your vehicle coordinator.
- Cannot use the tap feature. The PIN needs to be entered for each transaction.
- Valid within Canada only. Contact your vehicle coordinator for US travel.
- Cannot be used conjunction with personal rewards or incentives.
- Must be presented each time. If card is lost or does not work at the station, you are responsible for payment. Contact your vehicle coordinator for reimbursement.
- If lost or stolen, contact [VEMA](#) and your vehicle coordinator immediately.

PREVENTATIVE MAINTENANCE PROGRAM

- When your vehicle reaches one of the service increments, [VEMA's](#) system will send a monthly notice to your organization's vehicle coordinator. Your vehicle coordinator will forward the information to you. Please ensure the service is completed.

REPAIR SERVICE FACILITIES

- [VEMA](#) has a fully certified service team and customers are encouraged to use our facility.
- [VEMA](#) partners with a number of repair facilities throughout the province to provide servicing and repairs for vehicles.

WHO CAN DRIVE VEMA VEHICLES

- Contact your vehicle coordinator for your organization's policy regarding who can drive a [VEMA](#) vehicle.

PERSONAL USE OF VEMA VEHICLES

- Personal use of a [VEMA](#) vehicle is a taxable benefit.
- T4 slips are issued by your organization's payroll service provider.

SMOKING IN VEMA VEHICLES

- Smoking in [VEMA](#) vehicles is not allowed.