

NTI CORPORATE PROFILE



[OUR STORY]

From the desk of Tony Clark,
Chief Executive Officer

NTI is an Australian success story. From our humble beginnings over three decades ago, to the trans-Tasman company that we are today, it's been a long and interesting road to become the market leader in the heavy commercial motor insurance industry.

Our story starts in 1971 when we commenced trading as R&G Insurance Consultants – an independently owned general insurance brokerage providing coverage to carriers through local and international insurers. At this time and through to the 1980s we worked closely with Lloyd's Brokers as their Australian representatives.

1986 was a turning point for us. National Transport Insurance Limited (NTI) was formed with local insurers AMP, Sun Alliance, General Accident and QBE as equal joint shareholders. This allowed us to expand greatly in the Australian market.

The insurance industry underwent many changes over the next few years, leading to 2001 when NTI become a joint venture between its shareholders. Those shareholders today are CGU and Vero, which combines the strength of two of Australia's largest general insurers with NTI's specialised knowledge of transport insurance.

In the more than 35 years we have been in business, NTI offices have opened across the country – from Sydney to Perth, from Townsville to Launceston.

In 2006, we took our next big step and launched our business operations in New Zealand. This expansion has strengthened our capabilities and has helped ensure we remain the leader in transport insurance.

At NTI we put our customers first. We realise that your business is unique and understand the challenges you face. We also know you need a flexible, value-for-money insurance solution that supports you well in times of need.

Yours faithfully,

Tony Clark
Chief Executive Officer

NTI is National Transport Insurance Limited – delivering flexible, value-for-money transport insurance solutions

NTI provides tailored, comprehensive coverage for single commercial vehicle operators, fleet owners and on-site operators. We are always there to help with immediate accident assistance, prompt claims handling, premium repairs, and a lifetime guarantee on repairs made.

NO MATTER WHERE YOU ARE, WE'RE NEVER FAR AWAY

NTI has offices throughout Australia ensuring that someone is always close at hand.

WE'VE SEEN IT ALL, WE KNOW WHAT TO DO – YOU'RE IN SAFE HANDS

Our extensive industry experience means that we understand your concerns, we listen to your needs, and we can offer you advice that is relevant to your unique circumstances. Perhaps most importantly, we're on your side and ready to support you in times of need.

WHEN YOU DEAL WITH NTI YOU'LL NOTICE THAT YOU ALWAYS COME FIRST

We are in business to meet your unique needs. When you make the call to NTI you can rely on the fact you'll be talking to an expert – a real person who understands you and your business.

INDUSTRY EXPERIENCE

HAS BEEN A MAJOR FACTOR IN ASSEMBLING OUR TEAM

NTI staff can answer your needs with a comprehensive range of policies backed by their knowledge of the day-to-day challenges of the transport industry. They are also skilled to deliver fast and efficient claims processing.

WE WORK WITH THE INDUSTRY TO TACKLE THE ISSUES THAT MATTER

NTI works with the transport industry to help it develop and improve. We are a foundation sponsor of the Australian Trucking Association whose aim is to provide a safe and professional trucking industry in Australia.

The best coverage... the best team... an understanding of the industry – these are the key parts of NTI's success story.

TRUST NTI TO DELIVER

AN INSURANCE PACKAGE THAT BEST SUITS YOUR SITUATION

We've listened to our customers, we understand the challenges you face, and we've used this feedback to craft the most appropriate insurance products on the market.

THE COVERAGE YOU WANT. THE SOLUTIONS YOU NEED. HELP WHEN YOU NEED IT MOST.

We've got insurance policies to suit your business requirements. Choose from our tailored:

- NTI Transport Package allowing you to select Commercial Motor, Liability, Marine Cargo and Business Interruption cover
- NTI Fleet insurance
- NTI Liability cover, and
- NTI Marine Cargo insurance.

Our policies cover vehicles with a carrying capacity over 3.5 tonnes, from tippers and excavators, to grain and livestock carriers – plus everything in between. NTI also has different radius options to suit the scope of your business – anything from 200km to Australia-wide.



WHEN YOU NEED IT MOST, NTI'S UNIQUE CLAIMS SOLUTION IS THERE TO HELP

At NTI we understand the importance of providing an efficient and effective claims service to help get customers and their vehicles back on the road as quickly as possible.

We have developed a unique claims solution, based on our experience in heavy motor claims management, assessing and parts which includes:



NTI was the first insurer to introduce an accident-scene response for our policy holders. It means immediate accident scene management as the first step in getting you back on the road. A call at any time of the day or night to 1800 NTI NOW (1800 684 669) will give you:

- **Driver care** – with immediate over-the-phone trauma assistance and transport of the driver back to base, plus availability of post-trauma counselling. As well, NTI ACCIDENT ASSIST personnel will make immediate and appropriate notification to family members, suppliers, etc. as required.
- **Scene of accident management** will ensure a Heavy Motor Recovery Operator arrives on the scene to secure the truck with minimum further damage. It also ensures load recovery at the most reasonable cost and supervises necessary clean up procedures (some policy restrictions apply).
- **Immediate claim lodgement** – this is one of the important steps in ensuring you get back on the road as soon as possible, with NTI ACCIDENT ASSIST personnel lodging a claim automatically – in most cases without a claim form being required.

You already know that the NTI team has experience in the industry – that gives us a clear understanding that any down time needs to be kept to a minimum. That's why these initiatives are in place to get customers back on the road faster.

- **PREMIUM REPAIRER** – NTI has set rigorous standards for the quality of our repairers – from parts and paint to equipment facilities and training levels. Finding repairers that meet those standards means that when you need to use them you will be assured of the best available and quickest possible repairs.
- **4 HOUR RESPONSE** – within four business hours of your claim being lodged, NTI will appoint a personal Repair Manager. This person will oversee the towing and recovery of your vehicle, undertake immediate damage assessment in person or by digital technology and ensure efficient management of your repairs. All the time keeping you informed.
- **REPAIRS** will be overseen by an NTI Parts Coordinator who will ensure the correct parts are ordered, with Original Equipment Manufacturer parts promptly quoted and supplied. At the end of the repairs, fast payment ensures there are no hold-ups in getting your vehicle back into service. Additional legal and technical resources also mean that any recoveries or litigated actions are also covered.
- **GUARANTEED PARTS AND REPAIRS** – with our strong foundation of Premium Repairers and the NTI Repair Team, NTI offers a lifetime guarantee on the quality of repairs and parts used.



Insurance products are provided by National Transport Insurance.

You can obtain a Product Disclosure Statement (PDS) for these Motor Vehicle products by contacting NTI Limited on 07 3290 3290.
You should consider the PDS when choosing whether or not to acquire or continue holding a policy.

NTI Limited (ABN 84 000 746 109) (AFSL 237 246) is the manager for National Transport Insurance, an equal-partner joint venture of CGU Insurance Limited (ABN 27 004 478 371) and Vero Insurance Limited (ABN 48 005 297 807)

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www.nti.com.au