



Dispute Resolution Process

NTI pride ourselves on our reputation for providing quality products, great customer service, and for settling claims promptly and equitably. However, in the event that you are not satisfied with:

- One of our products
- Our service
- The service of one of our agents, loss adjusters, claims investigators; or
- Our own decision about your claim

Please refer to NTI Disputes process for further information.

Handling your complaint

We aim to resolve complaints within 5 business days but will always provide a final response within 30 calendar days. If we are not able to resolve your complaint, your complaint will be handled through our Dispute Resolution Process. We will advise you of the name and contact details of the person assigned to liaise with you in relation to the dispute.

Our Dispute Resolution Process is completely free of charge to all of our customers.

Timeframes

We will acknowledge your complaint within one business day of receiving, or as soon as practicable and will provide you with an outcome within 30 calendar days after receiving your complaint.

If your complaint is unresolved, we will provide you with an update of the progress of your complaint every 10 business days.

Translation services

If you require additional language assistance, NTI offer a Translating and Interpreting Service (TIS) service free of charge. Our friendly staff will assist you with this process over the phone.

Website: tisnational.gov.au

You can lodge a complaint by:

Phone:

1300 308 080

In writing:

Internal Disputes Resolution Team
NTI Limited
Level 36, 300 George Street
Brisbane QLD 4000


In person:


Find your local office at
nti.com.au/contact-us

If you don't agree with NTI's decision


If you are not satisfied with our handling or outcome of your dispute, you can refer your dispute to the Australian Financial Complaints Authority (AFCA). AFCA is available to customers and third parties who fall within their Terms of Reference (TOR).

You can lodge a complaint with AFCA by:

 **Phone:** 1800 931 678

 **In writing:** Australian Financial Complaints Authority, GPO Box 3 Melbourne VIC 3001

 **Email:** info@afca.org.au

 **Website:** afca.org.au

It is important to know that time limits apply.

You must make contact with AFCA within 2 years of receiving our final decision.

If you need any help in understanding how our Dispute Resolution Process operates please contact NTI and we will assist you.

For your local office please visit
nti.com.au

