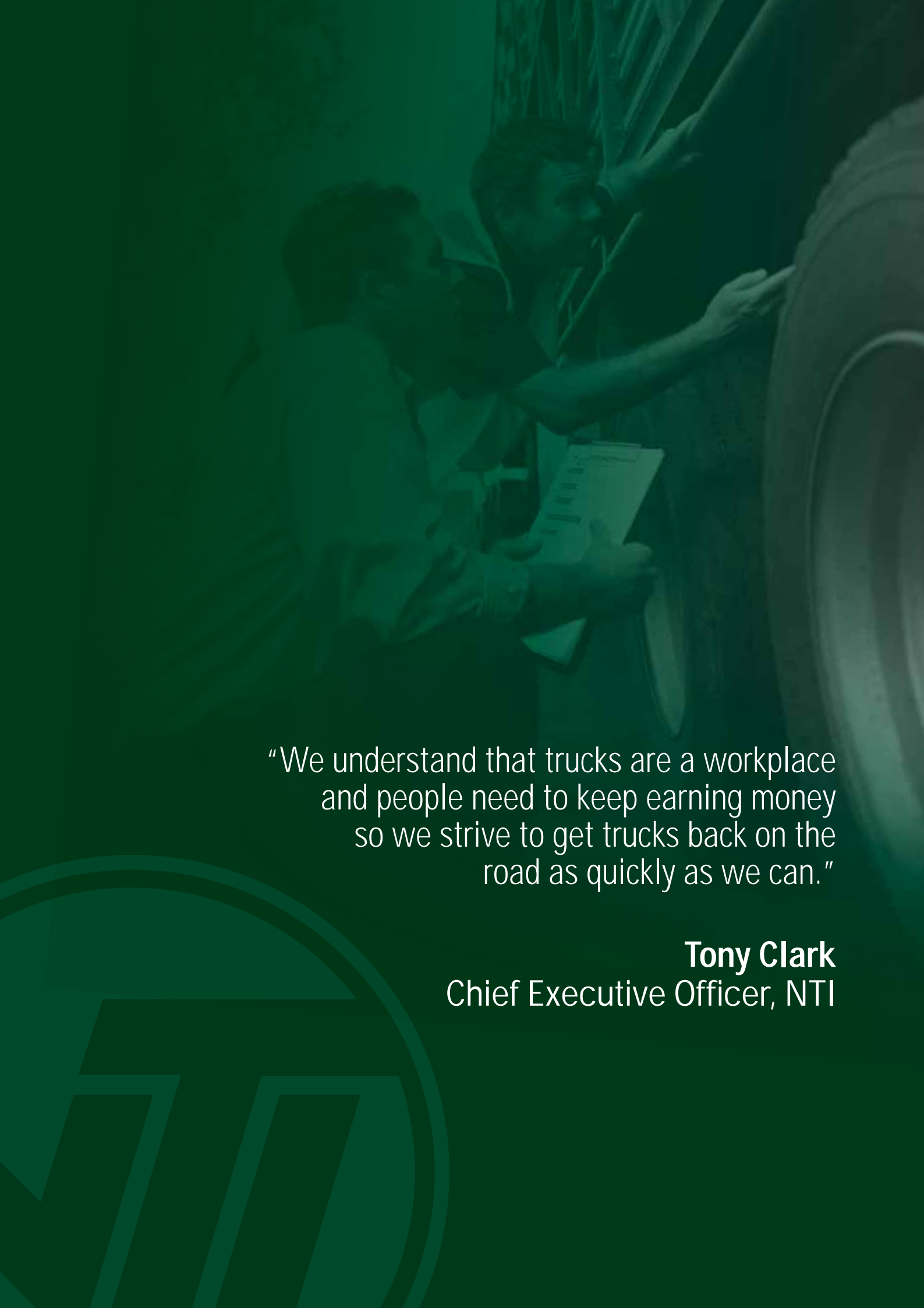




UNIQUE CLAIMS SOLUTIONS



“We understand that trucks are a workplace and people need to keep earning money so we strive to get trucks back on the road as quickly as we can.”

Tony Clark
Chief Executive Officer, NTI



NTI – AN AUSTRALIAN SUCCESS STORY

From our humble beginnings over three decades ago, National Transport Insurance (NTI) has grown to become Australia's number one truck insurer. Today, we deliver flexible, value-for-money transport solutions to single commercial vehicle operators, fleet owners and on-site operators working across the country.

We proudly stand apart from others in our industry for a number of reasons.

- Our claims process is second to none.
- Our Premium Repairers are the best in the business.
- Our people know the day-to-day challenges transport operators face; some of them have even been transport operators themselves.

With offices around Australia, NTI is the trucking insurer you want on your side.

**YOU CAN
RELY
ON NTI**

WE'RE RIGHT HERE WHEN YOU NEED US

When an accident happens, the driver is our number one concern. Regardless of the time of day or night, or the accident's location, we make it easy for the driver to advise us of the incident. We go out of our way to support that driver at the accident scene and we continue to offer support long after the incident has occurred.

One phone call to NTI Accident Assist on 1800 NTI NOW (1800 684 669) is all we require to commence the claim process.

Our Accident Assist team member who takes the call will begin by making sure the driver is okay. We're that friendly, reassuring voice on the end of the line. We offer counselling to help ease the immediate distress. We also arrange for medical assistance if it's required. We can advise loved ones and colleagues of the incident. We take immediate action to deliver whatever that driver needs.

We also take away any worry or concern the driver may have about the load. If it needs to be recovered we can organise that, or if the load has spilt, we arrange for the cleanup to occur.

The driver need not worry about the vehicle either. We'll take care of its removal from the accident scene and we'll do it in such a way that we'll keep the traffic network flowing. Unlike other insurers, with NTI the customer has some input into where the truck is taken for repair. Where possible, we take it to an NTI Premium Repairer that's close to home.



BACK ON THE ROAD SOONER, AS GOOD AS NEW

We raised the bar on truck repair standards when we established the NTI Premium Repairer network, which is growing all the time. We partner with the best repairers in the trucking industry, forming trusted relationships with them. This means they have our authority to commence a repair on an NTI-insured truck as soon as it arrives on their premises.

The Premium Repairers in our network have been selected for their quality workmanship and service. Our standards are high – from parts to paint and facilities to training – and we expect them to be met at all times. We expect all vehicles to be returned in top quality condition in a timely manner, and the repair to be done right the first time.

All authorised repairs are covered by our NTI TruckLife Guarantee which means we guarantee the quality of repairs for the life of the truck.

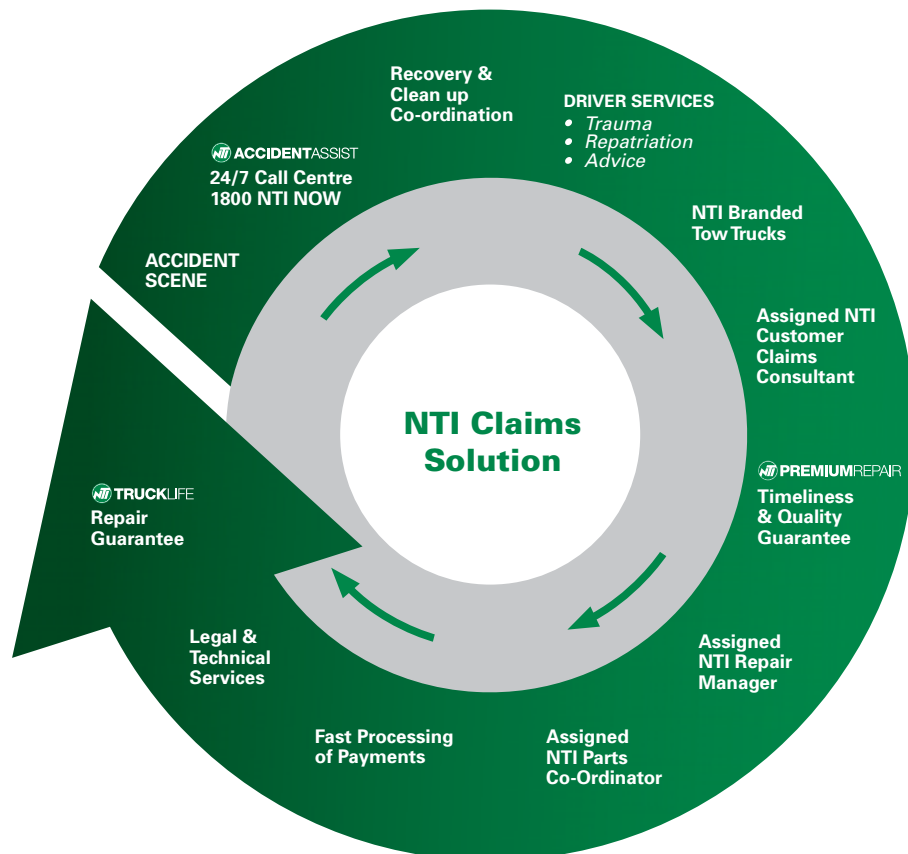



PROUD TO BE MAKING A DIFFERENCE

As Australia's number one truck insurer, the entire NTI team is very proud of our unique claims process that gets our customers back on the road sooner. We're also proud to be making a difference to our industry.

- We've raised the bar on repair standards.
- We offer ongoing counselling and support to drivers who have been involved in an accident.
- We work with regulators and governments to improve road safety.
- We make our accident data and research readily available and facilitate discussion and debate in our industry.

We have the practical experience and understanding that allows us to put the people in our industry first, and to make a difference to everyone who does business with us.





“Let’s face it, insurance is a piece of paper – it’s a promise – so we need to make sure we deliver on that promise when our customers need us most.”

Tony Clark
Chief Executive Officer, NTI



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 3292 9800. 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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