



SURVEY

To ensure we deliver service specific to your needs when you need it most, at the accident scene, we are collecting important information about your procedures. By giving us this information, when you call **NTI ACCIDENTASSIST** on **1800 684 669**, we can deliver the service you need with minimal impact on your business.

Information you provide in this survey will be confidential and will be treated in accordance with the NTI Privacy Policy (available at www.nti.com.au).

This information will not be made available to anyone outside of NTI, its representatives or authorities attending an accident scene.

Under NTI's Privacy Policy, you can access any personal information we hold by phoning us on 07 3292 9800 or by writing to us.

Any information that is not provided may impact on the level of service NTI ACCIDENTASSIST can provide when it responds to your call in the event your vehicles are involved in an accident.

SECTION 1: CUSTOMER DETAILS

Customer Number: _____ Customer Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Postal Address: _____

Suburb: _____ State: _____ Postcode: _____

Base of operations: _____

Freight Types Primary: _____ Secondary: _____

SECTION 2: HAZARDOUS GOODS

Do you carry hazardous goods? Yes No

If **Yes** - Are they: Packaged Bulk

- Can NTI obtain your procedures? Yes No

Do you issue procedure manuals to your drivers? Yes No

If **Yes**, may NTI obtain a copy of the relevant sections of the manual? Yes No

Comments: _____

SECTION 3: CONTACTS

Who do you want us to contact in the event of an accident? Please attach Business cards (if available)

FIRST CONTACT	SECOND CONTACT	BROKER
Name: _____	Name: _____	Company Name: _____
Position: _____	Position: _____	Your Contact: _____
Business Number: _____	Business Number: _____	Business Number: _____
After Hours: _____	After Hours: _____	After Hours: _____
Mobile: _____	Mobile: _____	Mobile: _____
Email: _____	Email: _____	Email: _____
Fax Number: _____	Fax Number: _____	Fax Number: _____

NB: IF THERE ARE MULTIPLE CONTACTS (I.E. STATE-BASED OR LOAD-BASED), PLEASE ATTACH ADDITIONAL CONTACT DETAILS OR INCLUDE THEM IN YOUR EMAIL.

SECTION 4: YOUR PREFERRED REPAIRER

NTI **ACCIDENT**ASSIST has arrangements with specialist, heavy motor recovery operators to service our clients needs nationally.

Where an accident occurs, NTI **ACCIDENT**ASSIST can arrange the delivery of your vehicle to the closest NTI **PREMIUM** REPAIRER.

Would you like NTI **ACCIDENT**ASSIST to arrange this on your behalf? Yes No

For further information on NTI **PREMIUM** REPAIRER or to find a list of locations, please visit <http://www.nti.com.au/claims/overview/nti-premium-repairers.php>

If **No**, where would you like your vehicles towed?

Depot Will specify location at time of accident Specified Repairer (List details)

SECTION 5: LOAD RECOVERY CLEAN UP*

Where the load is required to be cleaned up and removed from the accident scene.
(Does not include "journey continuance" of the load.)

Do you have company procedures for load recovery? Yes No

If **Yes**, may NTI obtain a copy of these procedures? Yes No

Would you like our recovery operators to coordinate the load recovery on your behalf? Yes No

If **Yes**, may we provide the recovery operator with your procedures? Yes No

Who is your company representative who will be advised or who will authorise and coordinate the actions of the load recovery process on behalf of your company?

Name: _____ Position: _____

Phone: _____ Mobile: _____ E-mail: _____ Fax: _____

**Policy limits apply*

NB: IF THERE ARE MULTIPLE CONTACTS (I.E. STATE-BASED OR LOAD-BASED), PLEASE ATTACH ADDITIONAL CONTACT DETAILS OR INCLUDE THEM IN YOUR EMAIL.

SECTION 6: ACCIDENT ASSIST STICKERS

We will send you NTI **ACCIDENT** ASSIST information leaflets and stickers to place on your vehicles, so the phone number is always at hand. Please advise quantity required for:

Trucks: _____ Trailers: _____

SECTION 7: COMMENTS AND SPECIAL INSTRUCTIONS

Thank you for completing this survey.

We undertake to have these details on our NTI **ACCIDENT**ASSIST system within 7 days of receiving them.

Insurance products are provided by National Transport Insurance, a joint venture of the insurers Insurance Australia Limited trading as CGU Insurance ABN 11 000 016 722 AFSL 227681 and AAI Limited Trading as Vero Insurance ABN 48 005 297 807 AFSL 230859 each holding a 50% share. National Transport Insurance is administered on behalf of the insurers by its manager NTI Limited ABN 84 000 746 109 AFSL 237246.

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